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ABSTRACT

This color-coded committee report identifies the skills and knowledge required by employees in the hospitality/tourism/recreation occupational area. The reports of four subcommittees focused on food/beverage, hotel/motel, recreation/leisure, and travel/tourism skills are also included. Introductory materials include a general statement of the technical committee, list of committee members, occupational title matrix, statewide occupational projections, and summary of committee meetings. The skills and performance objectives are divided into four major sections outlining a total of 438 tasks. The first section contains employability skills; these are categorized into 12 duties. Each skill is ranked for each subcategory. The second section on skills common to two or more areas of the four subcategories ranks each task (from 1 through 210) in the nine duty areas for each subcategory. A performance objective and tools and equipment list are listed for each task. The third section contains the task inventories for specific skills; these tasks are numbered 211-358 and are specific to food/beverage occupations. Finally, the performance objectives of the fourth section are specific to hotel/motel occupations and the tasks are numbered 359-438. A performance objective and tools and equipment list are listed for each task. Duty areas include the following: guest services, public relations, sales and marketing, safety/security, maintenance, personnel management, management, food preparation, and cleaning. A complete equipment list with percentage of use is appended. (YLB)

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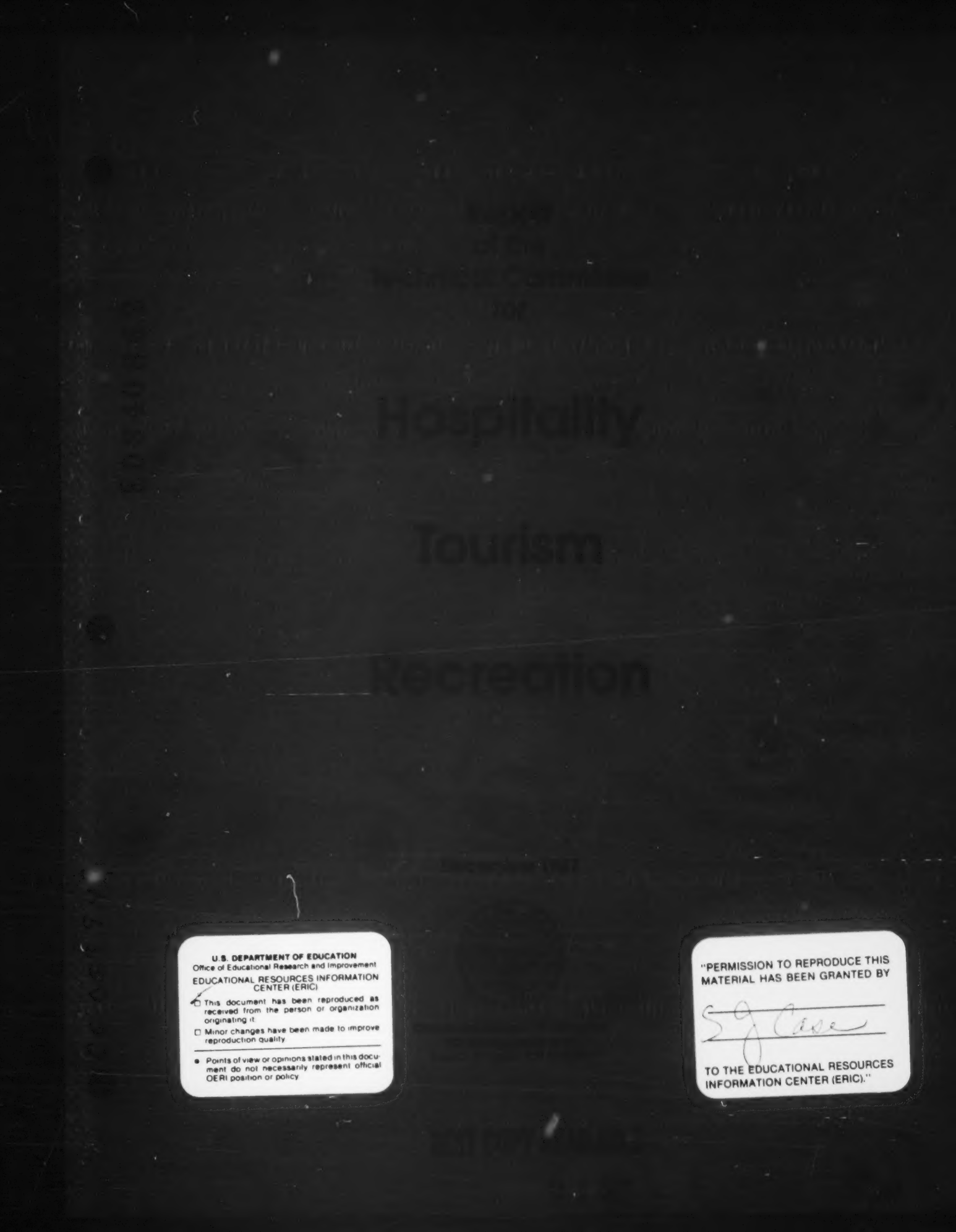


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HOSPITALITY/TOURISM/RECREATION

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## INTRODUCTION

The Carl D. Perkins Vocational Education Act (PL 98-524) requires that each state establish at least two technical committees per year. The purpose of these technical committees is to identify the skills and knowledges required for occupations for which training is provided for in the state.

The technical committees are composed of members from business, industry, professional associations and labor as well as persons with special expertise. In addition, there is one ex-officio representative from each of the following areas:

- State Advisory Council for Career and Vocational Education
- Secondary vocational programs
- Community college vocational programs
- Teacher education/higher education

The committees identify the skills and knowledges required in the occupation at three levels:

1) Entry- The skills necessary to obtain the job.

2) Retention- The skills necessary to retain the job beyond the probationary period.

3) Advanced- The skills necessary to advance in the occupation; i.e., journeyperson level.

The committee used resources such as V-TECS catalogs and the Occupational Data Analysis Systems (ODAS) to assist in the identification of skills.

The skills and performance objectives in this report are divided into four major sections.

1) Employability Skills- These are skills necessary to obtain employment and general working attitudes/skills that apply to all occupational areas.

2) The Common Skills Over Two or More Areas- These are skills or tasks that were required by employees in at least two of the four subcategories. This listing was reviewed by all members and if a skill was performed it was marked on this list.

3) Performance Objectives--Performance objectives 1-206 are objectives that were common to two or more of the sub-areas. Performance objectives 207-354 are performance objectives which were specific to Food/Beverage Occupations. Performance objectives 355-434 are performance objectives specific to Hotel/Motel Occupations.

4) Equipment Lists--Percentage points indicate percentage of tasks that require equipment, tools, or supplies.

This work will be used to determine the competencies required in each vocational program and to improve the existing curriculum statewide.

This report reflects many hours and a strong commitment to educational excellence on the part of the committee members. The Department appreciates the work of the committee.

In addition to this comprehensive committee report, there are four subcommittee reports. The subcommittee reports indicate the entry level, retention level, or advanced level of each skill for each occupational title. The subcommittee reports also contain a performance guide for each skill.

## GENERAL STATEMENT OF THE HTR COMMITTEE

We appreciate the opportunity to provide input in developing the education and training requirements for the hospitality industry. We believe that education and training are important to foster economic growth and to ensure success in service oriented occupations. The watchwords of the industry are "Quality," "Service," and "Cleanliness." It is vital that employees in this industry possess a strong work ethic.

The skills identified develop important people skills along with specific technical skills in the four identified areas of HTR: Hotel/Motel, Food/Beverage, Travel/Tourism, and Leisure/Parks.

Committee members strongly believe that students need the following:

- Common sense
- General knowledge of the HTR industry
- General ability to market industry goals both at the local and state levels (know Oregon)
- People skills
- How to present a positive image (courtesy, dress, cleanliness, and a sense of service)
- Safety and sanitation skills
- General basic skills (read, write, speak, and compute)
- Appropriate "technical" skills and motivation to apply skills to the job
- A knowledge of basic work habits (being on time, following through, etc.)
- Cooperative work experience (internship)

High schools, community colleges, and universities, in cooperation with the HTR industry, can play an important role in the educational needs of students and the industry. It is important that students be informed of the opportunities, the educational requirements for the wide variety of occupations, and to know that the Apprenticeship and training Division of the Bureau of Labor and Industries is one of the major resources for trade/occupation development.

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TECHNICAL COMMITTEE
HOSPITALITY/TOURISM/RECREATION

INDUSTRY

John Berglund
Red Lion Lloyd Center
1000 NE Multnomah
Portland, OR 97232
Phone: 249-3100

Dana Walker, Manager
Port of Cascade Locks
Cascade Locks, OR 97014
Phone: 374-8619

Jay Robinson, Manager
National Car Rental
9225 NE Airport Way
Portland, OR 97220
Phone: 249-4900

Sam Allen
Monarch Motor Hotel
12566 SE 93rd
Clackamas, OR 97015
Phone: 652-1515

Art Marshall, Director
Tiffany Food Service
5001 N Lagoon Avenue
Portland, OR 97217
Phone: 285-9874

Scott Abdon
Recreation Specialist
Bureau of Land Management
1717 Fabry Road SE
Salem, OR 97306
Phone: 399-5787

Sheri Hinrichsen, Manager
Parks & Recreation Division
Department of Transportation
525 Trade Street SE, #301
Salem, OR 97310
Phone: 378-4168

Paul de Shaw
Conference Center Manager
Silver Falls Conference Center
20024 Silver Falls SE
Sublimity, OR 97385
Phone: 873-3113

Ted M. Kolberg
Supervisor of Recreational Areas
Portland General Electric
121 SW Salmon Street
Portland, OR 97204
Phone: 226-8516

Sally Stadelman
Sunshine Tours, Inc.
1730 SW Skyline, Suite 204
Portland, OR 97221
Phone: 666-7201

ASSOCIATIONS

Betty-Coe de Broekert
Executive Director
Restaurants of Oregon
3724 NE Broadway
Portland, OR 97232
Phone: 249-0974

Patti Bills, Director
Medford Tourist & Convention Bureau
Greater Medford Chamber of Commerce
304 S Central
Medford, OR 97501
Phone: 772-5194

Hank Beyer
Oregon Lodging Association
12724 SE Stark
Portland, OR 97233
Phone: 255-5135

Keith Petrie
Mt. Hood Recreation Association
PO Box 342
Welches, OR 97067
Phone: 224-7158 x 1600

Clayton Hannon
Portland Rose Festival Association
220 NW 2nd
Portland, OR 97209
Phone: 227-2681

Bill Cross
Executive Director
Oregon Restaurant & Beverage Assn.
2573 12th Street SE
Salem, OR 97302
Phone: 399-1272

LABOR/APPRENTICESHIP

Tony Spencer
Bureau of Labor & Industries
Apprenticeship & Training
3865 Wolverine Street NE
Salem, OR 97310
Phone: 378-3287

OTHER EXPERTISE

Ed Remington
Economic Development Department
Travel and Tourism
595 Cottage Street NE
Salem, OR 97310
Phone: 378-3451

Bill Anderman, Consultant--Unit Manager
ESC
Oregon State Health Division
Room 116 State Office Building
1400 SW 5th
Portland, OR 97201
Phone: 229-6323

Joyce Fasano, Consultant
John Cornyn Associates
917 SW Oak Street, Suite 312
Portland, OR 97205-2806
Phone: 223-9504

EXOFFICIO

Pete Craemer
Jackson ESD
101 N Grape
Medford, OR 97501-2793
Phone: 776-8593

Tim Hill
Central Oregon Community College
2600 NW College Way
Bend, OR 97701
Phone: 382-6112 x 374

Tricia Kobos
Mt. Hood Community College
26000 SE Stark Street
Gresham, OR 97030
Phone: 667-7486 or 667-7429

Diane Davidson
1945 Camellia
Medford, OR 97504
Phone: 773-5642

Alan Kluge
School of Business Administration
Oregon State University
Corvallis, OR 97330
Phone: 754-3694

Paul Scoggins
Chemeketa Community College
4000 Lancaster Drive NE
PO Box 14007
Salem, OR 97309-5009
Phone: 399-5091

Royal Jackson
School of Forestry
Oregon State University
Corvallis, OR 97331
Phone: 776-2043

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## SUBCOMMITTEES

The following people served on the subcommittees which addressed specific areas of Hospitality Occupations:

### Food Beverage

Art Marshall
Paul de Shaw
Betty-Coe de Broekert
Bill Cross
Tony Spencer

### Hotel/Motel

Sam Allen
John Berglund
Hank Beyer
Joyce Fasano

### Recreation/Leisure

Scott Abdon
Sheri Hinrichsen
Ted Koberg
Keith Petrie
Dana Walker

### Travel/Tourism

Jay Robinson
Sally Stadelman
Patti Bills
Clayton Hannon

In addition Ed Remington, Bill Anderman and the ex officio members were invited to serve on any or all of the subcommittees. Roland Henin of Truitt Brothers, Salem, and Joe Fowler, Supervising Sanitary Engineer from Marion County, provided special assistance to the Food/Beverage Subcommittee. Terri Justice of the Salem Convention and Visitors Bureau provided special help to the Travel/Tourism Subcommittee.

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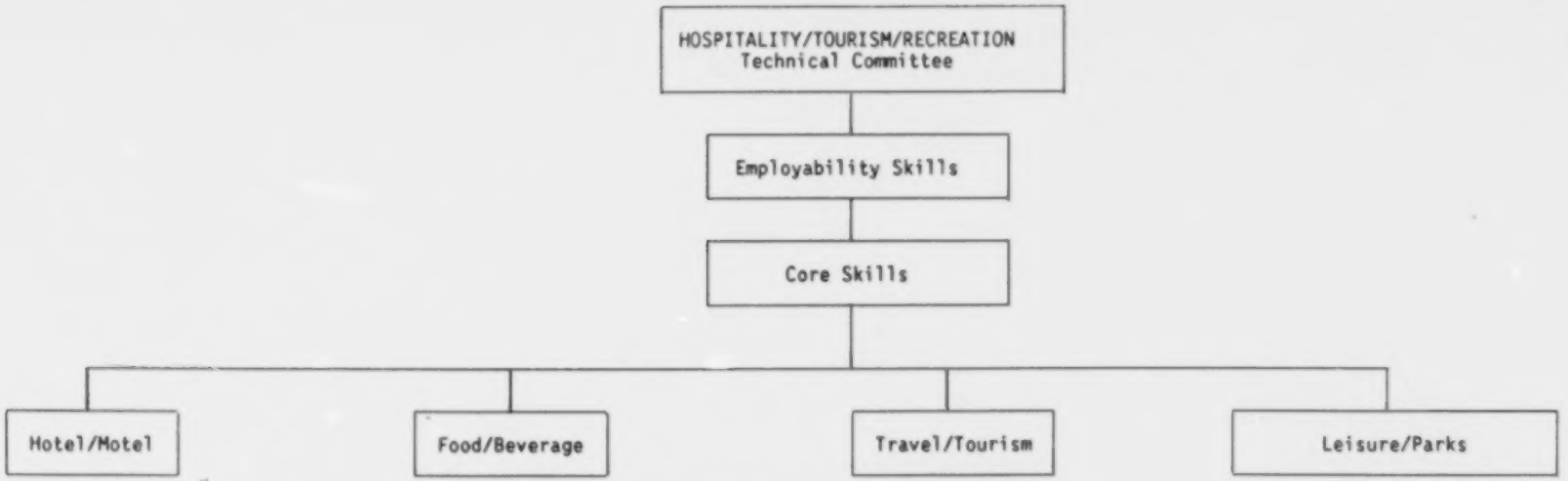


- Cashier
- Desk Clerk
- Bell Hop/Baggage Porter
- Housekeeper
- Maintenance
- Manager
- Night Manager
- Catering Manager
- Security
- Sales/Marketing
- Accounting
- Reservations Clerk
- Laundry
- Executive Housekeepker
- Front Desk Manager

- Guard/Doorkeeper
- Pantry Work/Sandwich/ Coffee Maker
- Sales Clerk
- Cashier
- Baker
- Short Order Cook
- Cafeteria Counter Attendant
- Fast Foods Prep/ Service Worker
- Manager
- Restaurant Cook
- Dining Room Attendant
- Host/Hostess
- Kitchen Helper
- Bartender
- Waiter/Waitress

- Rental Representative
- Service Agent
- Travel Agent
- Bus/Tour/Driver/ Guide/Sightseeing
- Manager (Convention Center Director)
- Airline Agent Ticket
- Airline Reservation Agent
- Flight Attendant
- Visitors Center Info. Coordinator
- Tourism Director
- Convention Sales Director

- Recreation Planner
- Parks/Facilities Supervisor
- Park Ranger
- Grounds/Facility Maintenance Technician

Recreation Specialist*/Recreation Aide*
- Youth Activities
- Senior Citizen Activities
- Community Activities
- Outdoor Activities
- Institutional Activities

*Both of the above have the same speciality areas.

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STATE OF OREGON
EMPLOYMENT DIVISION
DEPARTMENT OF HUMAN RESOURCES

TO: Howard Brock, Ser. Occupations Specialist Date: September 3, 1987
Address: Department of Education

FROM: David Allen, Coordinator No. RES:DA:R&S 2-20
Address: Occupational Programs

Subject: Tourism: Future Jobs And More Careers

By all indications, tourism in Oregon will continue to be a growing and healthy part of the economy. The Tourism Division of the Oregon Economic Development Department estimated that, in 1985, more than 60,000 jobs were created by travel expenditures. With EXPO 86 in Vancouver, B.C. acting as a magnet, travel by out-of-state visitors, that year was the heaviest of this decade. It also appears that 1987 will be a very good year for tourism. The main economic and demographic trends pushing the growth of tourism are:

- The increasing number of middle-aged population (40 to 54), the maturing "baby boom" generation. These people are becoming economically well off, and will spend more on vacations and travel.

- Significant gains in the retired population (55 and older) also mean an increasing future need for recreational services.

- Increased commercial airline coverage to Oregon, i.e. between Portland and Japan means more tourists from the Orient.

- The increase in state expenditures for Tourism in the next biennium (4.5 million dollars) will be spent to help tourists find Oregon.

- A number of Oregon's "regional strategies" are tourism-related. These plans will focus resources towards continued growth.

- The current economic recovery in the U.S. and in Oregon will mean that more recreation dollars will be available in the next few years.

These plans will focus resources towards continued growth.

Therefore, tourism-related services will continue to grow rapidly in Oregon. The only negative factor may be a possible labor shortage as the number of young people available in the labor force declines. This will likely mean that industries affected by tourism will have to increase pay and develop more positions that are "careers" rather than just "jobs." Traditionally many of Oregon's service and trade jobs related to tourism have been low pay, high

turnover, and temporary. Training was short and done on-the-job. It is likely that many of these kinds of job skills will have to be automated if the trade and service industries are going to continue their healthy economic performance. Computerization of work will have a significant impact on the nature of the new jobs and careers which will be developed. Job skills will increasingly require both basic and technical skills acquired over a longer training period. Industry and Educational planners will need to work together to assure that the trained labor will be available.

Enclosed is a set of occupational projections related to tourism.

02040/83-84

Oregon Occupational Information
Coordinating Committee
875 Union Street NE
Salem, OR 97311

Occupational Program
Planning System
August 28, 1987

HOSPITALITY/TOURISM/RECREATION
STATEWIDE OCCUPATIONAL PROJECTIONS

| Occupation | 1987 Estimated Employment | 1987 Projected Openings | 1992 Projected Employment |
|---|---|---|---|
| HOTEL/MOTEL | | | |
| Cashier | 163 | 9 | 189 |
| Desk Clerk | 1,559 | 102 | 1,715 |
| Bellhop/Baggage Porter | 193 | 8 | 221 |
| Housekeeper | 232 | 17 | 331 |
| Cleaner, Housekeeping | 4,413 | 391 | 4,831 |
| Maintenance Repairers | 510 | 17 | 543 |
| Managers | 1,112 | 63 | 1,189 |
| Guards/Doorkeepers | 48 | 6 | 55 |
| Sales Representatives | 60 | 1 | 55 |
| Sales Clerks | 39 | 2 | 42 |
| Accountants | 54 | 3 | 58 |
| Bookkeepers | 103 | 4 | 103 |
| Accounting Clerks | 75 | 3 | 75 |
| Laundry Operators, Sm. Estab. | 246 | 16 | 265 |
| FOOD/BEVERAGE | | | |
| Guards/Doorkeepers | 150 | 18 | 173 |
| Pantry Worker/Sandwich/ Coffee Maker | 1,185 | 64 | 1,274 |
| Sales Clerk | 791 | 45 | 860 |
| Cashier | 1,248 | 71 | 1,400 |
| Baker | 478 | 29 | 524 |
| Short Order Cook | 5,963 | 354 | 6,431 |
| Counter Attendant, Cafeteria | 4,821 | 258 | 5,167 |
| Fast Food Prep. Worker | 13,937 | 759 | 15,003 |
| Manager, Restaurant | 4,469 | 257 | 4,808 |
| Restaurant Cook | 5,594 | 338 | 6,058 |
| Dining Room Attendant | 3,212 | 92 | 3,475 |
| Host/Hostess | 1,541 | 75 | 1,669 |
| Kitchen Helper | 12,821 | 713 | 13,875 |
| Bartender | 7,295 | 333 | 7,880 |
| Waiter/Waitress | 20,488 | 1,006 | 22,201 |
| Director, Food & Beverage | 307 | 18 | 330 |
| Maintenance Repairer | 315 | 10 | 336 |
| Janitors/Porters/Cleaners | 660 | 57 | 714 |

| Occupation | 1987 Estimated Employment | 1987 Projected Openings | 1992 Projected Employment |
|---|---|---|---|
| TRAVEL/TOURISM | | | |
| Guide, Sightseeing | 90 | 8 | 102 |
| Travel Guide | 20 | 1 | 18 |
| Ticket Agent | 643 | 32 | 695 |
| Reservation Agent | 41 | 1 | 39 |
| Flight Attendant | 13 | 1 | 14 |
| Travel Clerk | 26 | 1 | 27 |
| Travel Counselor | 59 | 3 | 62 |
| Travel Agent | 964 | 72 | 1,140 |
| Baggage Checker | 87 | 3 | 93 |
| LEISURE/PARKS | | | |
| Group Recreation Worker | 1,208 | 42 | 1,276 |
| Recreation Facilities Attendant/Lifeguard | 1,746 | 104 | 1,906 |

## SUMMARY OF HTR TECHNICAL COMMITTEE MEETINGS

The HTR (Hospitality/Tourism/Recreation) Technical Committee met twice as a total committee. The initial meeting was to orient the members on the process, responsibilities, subcommittee assignments, and the product to be developed. The subcommittees were divided as follows: Hotel/Motel, Food/Beverage, Travel/Tourism, and Leisure/Parks. Each subcommittee reviewed a listing of the employability skills and noted them as I-Important or N-not important.

The subcommittees met several times each and validated or developed duties, tasks, and performance objectives for the key occupations identified. In addition, tools, equipment, and supplies were also identified and listed. A performance guide was also identified for each task in many cases.

The second general meeting was to review the draft report and make further recommendations and validations of the total committee and each subcommittee report.

At times, the subcommittees felt that further expertise was needed to develop a complete report. The following people, although not on the committee, contributed a significant amount of time: Joe Fowler, Marion County Sanitation; Roland Henen, Executive Chef, Truitt Brothers; Terri Justice, Director, Salem Visitors and Convention Bureau; and Dale Simonton, Manager, Sea Galley.

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Please rank each skill:

Important = I
Not Important = N

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| **Duty A: Identifying Employment Opportunities** | | | | |
| Skills: | | | | |
| 1. Identify requirements for job | I | I | I | I |
| 2. Investigate educational opportunities | I | I | I | I |
| 3. Investigate occupational opportunities | I | I | I | I |
| 4. Locate resources for finding employment | I | I | I | I |
| 5. Confer with prospective employers | I | I | I | I |
| 6. Identify job trends | I | I | I | I |
| 7. Internship | I | I | I | I |
| 8. Identify career ladders to increase salary opportunities | | I | N | I |
| 9. Identify the broad range of jobs available in the industry | | I | I | I |
| 10. Recognize and overcome sexual stereotyping in the industry | I | I | N | I |
| 11. Identify drawbacks of the industry | | I | I | I |
| **Duty B: Applying Employment Seeking Skills** | | | | |
| Skills: | | | | |
| 1. Locate job openings | I | I | I | I |
| 2. Document skills and abilities (resume) | I | I | I | I |
| 3. Prepare for interview | I | I | I | I |
| 4. Participate in interview | I | I | I | I |
| 5. Complete required tests | I | I | I | I |
| 6. complete required forms | I | I | I | I |
| 7. Write application letter | N | I | I | I |
| 8. Write follow up letter | N | I | I | I |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| 9. Write acceptance letter | N | N | I | I |
| 10. Evaluate job offer | I | I | I | I |
| 11. Evaluate job rejection | I | I | I | I |
| 12. Awareness of the need for multi-language communication skills | I | I | I | I |
| 13. Ability to listen | I | I | I | I |
| 14. Ability to listen | I | I | I | I |
| 15. Ability to sell yourself | I | I | I | I |
| **Duty C: Interpreting Employment Capabilities** | | | | |
| Skills: | | | | |
| 1. Match interest to job area | I | I | I | I |
| 2. Match aptitude to job area | I | I | I | I |
| 3. Verify abilities | I | I | I | I |
| 4. Identify immediate work goal | I | I | I | I |
| 5. Develop career plan | I | I | I | I |
| 6. Recognize physical requirements of job | I | I | N | I |
| 7. Recognize potential to overcome deficiencies; i.e., perceived and real | I | I | N | I |
| 8. Presentation skills; i.e., marketing and visual enhancements | | I | I | I |
| **Duty D: Demonstrating Appropriate Work Behavior** | | | | |
| Skills: | | | | |
| 1. Exhibit dependability | I | I | I | I |
| 2. Demonstrate punctuality | I | I | I | I |
| 3. Follow rules and regulations | I | I | I | I |
| 4. Recognize the consequences of dishonesty | I | I | I | I |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| 5. Complete assignments in accurate and timely manner | I | I | I | I |
| 6. Control emotions | I | I | I | I |
| 7. Assume responsibility for own decisions and actions | I | I | I | I |
| 8. Exhibit pride and loyalty | I | I | I | I |
| 9. Exhibit ability to handle pressures and tensions | I | I | I | I |
| 10. Demonstrate ability to set priorities | I | I | I | I |
| 11. Demonstrate problem-solving skills | I | I | I | I |
| 12. Civic and community involvement | I | I | I | I |
| **Duty E: Maintaining Safe and Healthy Environment** | | | | |
| Skills: | | | | |
| 1. Comply with safety and health rules | I | I | I | I |
| 2. Select correct tools and equipment | I | I | I | I |
| 3. Utilize equipment correctly | I | I | I | I |
| 4. Demonstrate work safety | I | I | I | I |
| 5. Use appropriate action during emergencies | I | I | I | I |
| 6. Maintain clean and orderly work area | I | I | I | I |
| 7. Demonstrate personal hygiene and grooming skills | I | I | I | I |
| 8. Apply first aid | I | I | I | I |
| 9. Apply CPR | I | I | I | I |
| 10. Apply abdominal thrust method | I | I | I | I |
| 11. Recognize your role and the benefit of maintaining a safe and healthy environment | I | I | I | I |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| **Duty F: Maintaining Business-Like Image** | | | | |
| Skills: | | | | |
| 1. Participate in company or agency orientation | I | I | I | I |
| 2. Demonstrate knowledge of company or agency products and services | I | I | I | I |
| 3. Exhibit positive behavior | I | I | I | I |
| 4. Read current job-related publications | I | I | I | I |
| 5. Support and promote employer's company image and purpose | I | I | I | I |
| 6. Maintain appearance to comply with company standards | I | I | I | I |
| 7. Maintain relationship with trade, civic, and professional organizations | I | I | I | I |
| 8. Dress for success | I | I | I | I |
| **Duty G: maintaining Working Relations With Others** | | | | |
| Skills: | | | | |
| 1. Work productively with others | I | I | I | I |
| 2. Show empathy, respect, and support for others | I | I | I | I |
| 3. Demonstrate procedures and assist others when necessary | I | I | I | I |
| 4. Recognize, analyze, and solve or refer problems | I | I | I | I |
| 5. Minimize occurrence of problems | I | I | I | I |
| 6. Channel emotional reaction constructively | I | I | I | I |
| 7. Recognize job stress and develop a positive work environment | I | I | I | I |
| 8. Share job knowledge with others | | I | I | I |
| 9. Maintain a positive attitude | I | I | I | |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| **Duty H: Communicating on the Job** | | | | |
| Skills: | | | | |
| 1. Read and comprehend written communications and information | I | I | I | I |
| 2. Use correct grammar | I | I | I | I |
| 3. Speak effectively with others | I | I | I | I |
| 4. Use job-related terminology | I | I | I | I |
| 5. Listen attentively | I | I | I | I |
| 6. Write legibly | I | I | I | I |
| 7. Use telephone etiquette | I | I | I | I |
| 8. Follow written and oral directions | I | I | I | I |
| 9. Ask questions | I | I | I | I |
| 10. Locate information in order to accomplish task | I | I | I | I |
| 11. Prepare written communication | I | I | I | I |
| 12. Utilize keyboarding skills | I | I | I | I |
| 13. Utilize computer skills | I | I | I | I |
| 14. Awareness of computer application | I | I | I | I |
| 15. Demonstrate the hospitality mentality | I | I | I | I |
| 16. Suggestive selling | I | I | I | I |
| 17. The adoption of basic conversation skills | I | I | I | I |
| **Duty I: Adapting to Change** | | | | |
| Skills: | | | | |
| 1. Recognize need to change | I | I | I | I |
| 2. Demonstrate willingness to learn | I | I | I | I |
| 3. Demonstrate flexibility | I | I | I | I |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| 4. Participate in continuing education | I | I | I | I |
| 5. Seek work challenges | I | I | I | I |
| 6. Adjust career goals/plan as needed | I | I | I | I |
| 7. Demonstrate ability to create and innovate on the job | I | I | I | I |
| 8. Seek positive approach before weighing negative impacts. Accept constructive criticism | I | I | I | I |
| 9. Willingness to take risk | | I | I | I |
| **Duty J: Understanding How a Business Works** | | | | |
| Skills: | | | | |
| 1. Recognize the role of business in the enterprise system | I | I | I | I |
| 2. Identify general responsibilities of employees | I | I | I | I |
| 3. Identify general responsibilities of management/ employers | I | I | I | I |
| 4. Investigate opportunities and options for business ownership | I | I | I | I |
| 5. Identify planning processes needed to open a business | I | I | I | I |
| 6. Knowledge of liability issues; i.e., liquor | I | I | I | I |
| 7. Knowledge of equal opportunity, affirmative action, and related personnel issues | I | I | I | I |
| 8. Legal issues and responsibilities | I | I | I | I |
| 9. Participate in meetings | I | I | I | I |
| 10. Understand governmental/regulatory programs affecting and serving business | I | I | I | I |
| 11. Realize ability to affect legislative process | I | I | I | I |
| 12. Awareness of ability to affect business policies | I | I | N | I |

| EMPLOYABILITY SKILLS | Hotel/Motel | Restaurant/Food/ Beverage | Travel/Tourism | Leisure/Parks/ Recreation |
|---|---|---|---|---|
| **Duty K: Performing Mathematical Skills** | | | | |
| Skills: | | | | |
| 1. Apply mathematics for problem-solving | I | I | I | I |
| 2. Add and subtract whole numbers, decimals, and fractions | I | I | I | I |
| 3. Multiply and divide whole numbers, decimals, and fractions | I | I | I | I |
| 4. Convert numbers between forms expressed as fractions, decimals, and percents | I | I | I | I |
| 5. Convert between standard American units of measure | I | I | I | I |
| 6. Convert between standard American units and metric units | I | I | I | I |
| 7. Ability to do simple computations without a calculator | I | I | I | I |
| 8. Bookkeeping | I | I | N | I |
| **Duty L: Leadership Skills (Supervisory)** | | | | |
| Skills: | | | | |
| 1. Discuss with subordinates their needs and goals and the ways their jobs can be structured to achieve them | I | I | N | |
| 2. Make clear what the job expectations are and the criteria by which they will be evaluated | I | I | N | |
| 3. Give subordinates a sense of worth to the organization and enough freedom with responsibility to execute duties | I | I | I | |
| 4. Provide constant feedback on the quality and quantity of work performance (employer) | I | I | I | |
| 5. Provide subordinates proportionately greater responsibility | | I | I | |

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## COMMON SKILLS OVER 2 OR MORE AREAS

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| A. | | PERFORMING GUEST/VISITOR/CLIENT SERVICES | | | | | |
| | 1. | Provide information, answer questions, and explain rules and regulations to visitors and users | X | X | | X | 1 |
| | 2. | Requests visitors and users to voluntarily comply with rules and regulations | | X | | X | 2 |
| | 3. | Investigate accidents, complaints, disturbances, and other problems | | X | X | X | 3 |
| | 4. | Maintain crowd control | | X | X | X | 4 |
| | 5. | Schedule property activities | | X | X | X | 5 |
| | 6. | Receive guests | | X | X | X | 6 |
| | 7. | Write order/ticket/reservation | X | X | X | X | 7 |
| | 8. | Register guests | | X | X | X | 8 |
| | 9. | Greet/interact with guests | X | X | X | X | 9 |
| | 10. | Post events | X | X | X | X | 10 |
| | 11. | Secure guest's valuables in safe | | X | X | X | 11 |
| | 12. | Answer guest/client inquiries | X | X | X | X | 12 |
| | 13. | Organize sightseeing tours | | X | X | X | 13 |
| | 14. | Conduct sightseeing tours | | X | X | X | 14 |
| | 15. | Perform housekeeping activities in lobby/ waiting area | X | | X | X | 15 |
| | 16. | Explain fees | | X | X | X | 16 |
| | 17. | Handle/process customer complaints | X | X | X | X | 17 |
| | 18. | Take telephone order | X | X | X | X | 18 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| B. | | PERFORMING CLERICAL DUTIES | | | | | |
| | 1. | Answer/process telephone calls | X | X | X | X | 19 |
| | 2. | Stock brochure racks | | X | X | X | 20 |
| | 3. | Process mail | | X | X | X | 21 |
| | 4. | Compose correspondence | | X | X | X | 22 |
| | 5. | Compile information for technical reports | | X | X | X | 23 |
| | 6. | Maintain alphabetical, numerical, and subject filing system | | X | X | X | 24 |
| | 7. | Compose abstracts of articles and reports | | X | X | X | 25 |
| | 8. | Duplicate material(s) on copying machine | | X | X | X | 26 |
| | 9. | Proofread typewritten copy | | X | X | X | 27 |
| | 10. | Type correspondence, forms, and reports | | X | X | X | 28 |
| | 11. | Complete forms | X | X | X | X | 29 |
| | 12. | Schedule meetings | X | X | X | X | 30 |
| | 13. | Maintain an appointment and calendar system | X | X | X | X | 31 |
| | 14. | Use computer terminal and related programs | X | X | X | X | 32 |
| | 15. | Operate telephone switchboard | | | X | | 33 |
| C. | | PERFORMING PUBLIC RELATION DUTIES | | | | | |
| | 1. | Develop and implement public relation program | X | X | X | X | 34 |
| | 2. | Manage promotional programs | X | X | X | X | 35 |
| | 3. | Establish and maintain client resource filed and materials | | X | X | | 36 |
| | 4. | Establish marketing and promotional programs | X | X | X | X | 37 |
| | 5. | Deal effectively with individuals and groups in a courteous and tactful manner | X | X | X | X | 38 |
| | 6. | Draft/edit monthly newsletter | | X | X | X | 39 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Performance Objective | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 7. | Convey information orally | X | X | X | X | 40 |
| | 8. | Write and distribute news media releases | | X | X | X | 41 |
| | 9. | Work with tourism related and promotional projects | X | X | X | X | 42 |
| | 10. | Coordinate with local and regional campaigns and services | | X | X | X | 43 |
| | 11. | Authorize brochure displays | | X | X | X | 44 |
| | 12. | Coordinate tours | | X | X | X | 45 |
| | 13. | Develop information kit | | X | X | X | 46 |
| | 14. | Establish working relationships with tour operators | | X | X | X | 47 |
| | 15. | Meet and deal successfully with various types of people under circumstances which frequently involve influencing, motivating, leading, and controlling persons or groups | X | X | X | X | 48 |
| | 16. | Establish and maintain communication links with individuals, groups, and agencies which may influence, affect, or have a vested interest (political, social, and/or economical) | X | X | X | X | 49 |
| | 17. | Analyze and evaluate interests, habits, and demands of diversified groups | X | X | X | X | 50 |
| | 18. | Identify and classify (inventory) existing and potential recreation areas, facilities, and services | X | X | X | X | 51 |
| | 19. | Appraise needs for new and/or expanded (recreation) activity and use opportunities | X | X | X | X | 52 |
| | 20. | Prepare comprehensive planning documents; i.e., activity plans, management plans, master plans, land use plans, etc., for both short- and long-term management situations | X | X | X | X | 53 |
| | 21. | Manage production of all brochures | X | X | X | X | 54 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| D. | | PERFORMING SALES DUTIES & MARKETING PRODUCTS/ SERVICE | | | | | |
| | 1. | Manage promotional programs | X | X | X | X | 55 |
| | 2. | Promote/sell conference/conventions | | X | X | X | 56 |
| | 3. | Develop convention services | | X | X | X | 57 |
| | 4. | Promote credit card sales and new account interest | | X | X | | 58 |
| | 5. | Write bid proposals and invitations | X | X | X | X | 59 |
| | 6. | Present bid proposals | X | X | X | X | 60 |
| | 7. | Collect bid proposals and invitations | X | X | X | X | 61 |
| | 8. | Assist local establishments with convention bids | X | X | X | X | 62 |
| | 9. | Erect/arrange exhibits and displays | X | X | X | X | 63 |
| | 10. | Conduct site tours | X | X | X | X | 64 |
| | 11. | Plan/administer sales program | | X | X | X | 65 |
| | 12. | Plan/prepare promotional materials | X | X | X | X | 66 |
| | 13. | Develop advertising campaigns | X | X | X | X | 67 |
| | 14. | Arrange for newspaper advertising | X | X | X | X | 68 |
| E. | | PERFORMING CASH REGISTER DUTIES | | | | | |
| | 1. | Accept and receipt customer's accounts receivable | X | | X | X | 69 |
| | 2. | Identify acceptable checks | X | | X | X | 70 |
| | 3. | Accept valid consumer redeemable coupons | X | | X | X | 71 |
| | 4. | Prepare cash drawer for daily business | X | | X | X | 72 |
| | 5. | Change cash register receipt tape | X | | X | X | 73 |
| | 6. | Fill out cash register summary sheet | X | | X | X | 74 |
| | 7. | Calculate unit price of multiple-priced items | X | | X | X | 75 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 8. | Correct cash register errors | X | | X | X | 76 |
| | 9. | Process cash refunds | X | | X | X | 77 |
| | 10. | Make change | X | | X | X | 78 |
| | 11. | Write customer's charges | X | | X | X | 79 |
| | 12. | Ring up orders of merchandise or service on the cash register | X | | X | X | 80 |
| | 13. | Manipulate cash register keys | X | | X | X | 81 |
| | 14. | Open/close cash register | X | | X | X | 82 |
| | 15. | Reconcile cash register | X | | X | X | 83 |
| | 16. | Cash checks | X | | X | X | 84 |
| | 17. | Verify cash amount in cash register | X | | X | X | 85 |
| | 18. | Verify cash amount turned in on each shift | X | | X | X | 86 |
| | 19. | Obtain authorizations on credit cards | X | | X | X | 87 |
| | 20. | Receive cash payments | X | | X | X | 88 |
| | 21. | Receive/process credit card payments | X | | X | X | 89 |
| | 22. | Accept payment for check | X | | X | X | 90 |
| F. | | PERFORMING SAFETY/SECURITY AND SANITATION FUNCTIONS | | | | | |
| | 1. | Conduct property inspection | X | X | X | X | 91 |
| | 2. | Observe and report hazardous conditions | X | X | X | X | 92 |
| | 3. | Assist accident victims | X | X | X | X | 93 |
| | 4. | Respond to medical emergency | X | X | X | X | 94 |
| | 5. | Investigate/handle accidents and disturbances | X | X | X | X | 95 |
| | 6. | Prepare/process accident report | X | X | X | X | 96 |
| | 7. | Develop security and safety policies/procedures | X | X | X | X | 97 |
| | 8. | Assist in maintaining establishment security<br>a. Maintain security of establishment | X | X | X | X | 98 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 9 | Deal with robberies/attempts<br>a. Investigate reports of theft | X | X | X | X | 99 |
| | 10. | Respond to fire emergency | X | X | X | X | 100 |
| | 11. | Inspect facility for compliance with health and sanitation laws | X | X | X | X | 101 |
| | 12. | Develop & implement a hazardous chemical communication program | X | X | X | X | 102 |
| | 13. | Exterminate rodents | X | | X | X | 103 |
| | 14. | Exterminate insects | X | | X | X | 104 |
| | 15. | Promote visitor and user/guest health and safety through monitoring resource conditions (i.e., water quality, known hazards, etc.) | X | X | X | X | 105 |
| G. | | PERFORMING INSPECTION AND MAINTENANCE DUTIES | | | | | |
| | 1. | Assess and record the physical condition of grounds and building exterior | X | | X | X | 106 |
| | 2. | Inspect and test condition of grounds equipment | X | | X | X | 107 |
| | 3. | Mow and edge grass | | | X | X | 108 |
| | 4. | Trim shrubs | | | X | X | 109 |
| | 5. | Service power mower | | | X | X | 110 |
| | 6. | Inspect piping for leaks | X | | X | X | 111 |
| | 7. | Inspect plant tools | | | X | X | 112 |
| | 8. | Inspect plant equipment | | | X | X | 113 |
| | 9. | Inspect gauges and instruments for accuracy | X | X | X | X | 114 |
| | 10. | Check testing equipment for accuracy | X | | X | X | 115 |
| | 11. | Inspect water supply for required level | | | X | X | 116 |
| | 12. | Perform preventive maintenance inspection | X | X | X | X | 117 |
| | 13. | Inspect water, irrigation, electrical, gas, sewer, and communication systems for leaks, breaks, spills, and other mechanical malfunctions | X | | X | X | 118 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 14. | Perform preventative and scheduled maintenance activities, and make necessary repairs/replacements to deteriorated grounds and facilities | X | | X | X | 119 |
| | 15. | Disassemble and clean buffing machine | | | X | X | 120 |
| | 16. | Disassemble and clean wet/dry vacuum | | | X | X | 121 |
| | 17. | Ease sticking drawers | X | | X | | 122 |
| | 18. | Empty and clean carpet vacuum | X | X | X | | 123 |
| | 19. | Free sticking doors | X | | X | X | 124 |
| | 20. | Free window from sash | | | X | X | 125 |
| | 21. | Glaze windows | | | X | X | 126 |
| | 22. | Replace faucet components | X | | X | X | 127 |
| | 23. | Replace floor tile | | | X | X | 128 |
| | 24. | Replace burned-out light bulbs or fluorescent bulbs and tubes | X | | X | X | 129 |
| | 25. | Replace light switches | | | X | X | 130 |
| | 26. | Spot paint | | | X | X | 131 |
| | 27. | Tighten loose furniture components | X | | X | X | 132 |
| | 28. | Unclog drains/grease traps | X | | X | X | 133 |
| | 29. | Perform preventative and regularly scheduled maintenance on all tools and equipment | X | | X | X | 134 |
| | 30. | Water plants | | | X | X | 135 |
| | 31. | Fill gas tanks | | X | X | X | 136 |
| | 32. | Service vehicles | | X | X | X | 137 |
| | 33. | Align block bearings, drive shafts, pumps, and motors | | | X | X | 138 |
| | 34. | Change charts, ink levels, and points of recorders | | | X | X | 139 |
| | 35. | Change oil in motors and pumps | | | X | X | 140 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 36. | Grease fittings on equipment | | | X | X | 141 |
| | 37. | Repack valves | | | X | X | 142 |
| | 38. | Repack pumps | | | X | X | 143 |
| | 39. | Replace broken parts on bar screens | | | X | X | 144 |
| | 40. | Replace broken valves | | | X | X | 145 |
| | 41. | Replace broken diffuser plates and tubes | | | X | X | 146 |
| | 42. | Replace broken underground parts | | | X | X | 147 |
| | 43. | Replace broken shoes on grit removal equipment | | | X | X | 148 |
| | 44. | Inspect grounds and landscape areas (i.e., turf areas, ball-fields and play-fields, parking areas, formal gardens and bedding areas, median strips, memorials and cemeteries, beaches and shorelines, etc.) for necessary mowing, edging, trimming and raking, seeding and reseeding, fertilizing, pruning, spraying, cleaning, and litter pickup, etc. | | | X | X | 149 |
| H. | | PERFORMING PERSONNEL DUTIES | | | | | |
| | 1. | Demonstrate use of equipment | X | X | X | X | 150 |
| | 2. | Formulate employee rules and regulations | X | X | X | X | 151 |
| | 3. | Schedule work assignments | X | X | X | X | 152 |
| | 4. | Orient newly hired personnel/volunteers | X | X | X | X | 153 |
| | 5. | Recruit/interview personnel/volunteers | X | X | X | X | 154 |
| | 6. | Conduct employee training | X | X | X | X | 155 |
| | 7. | Develop employee training plans | X | X | X | X | 156 |
| | 8. | Conduct employee performance evaluations | X | X | X | X | 157 |
| | 9. | Discharge employees | X | X | X | X | 158 |
| | 10. | Record/verify employee hours | X | X | X | X | 159 |
| | 11. | Supervise personnel/volunteers | X | X | X | X | 160 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 12. | Write a job description | X | X | X | X | 161 |
| | 13. | Prepare employee work schedules/assign duties | X | X | X | X | 162 |
| | 14. | Plan physical layout of office | X | X | | | 163 |
| | 15. | Update office manual or instruction book for employees/volunteers | X | X | X | X | 164 |
| | 16. | Provide employees/volunteers with support materials | X | X | X | X | 165 |
| | 17. | Develop employee/volunteer communication programs and skills | X | X | X | X | 166 |
| | 18. | Compute employee time worked for payroll | X | | X | X | 167 |
| I. | | PERFORMING MANAGERIAL DUTIES | | | | | |
| | 1. | Write business letters | X | X | X | X | 168 |
| | 2. | Control operations | X | X | X | X | 169 |
| | 3. | Follow credit policies/procedures | X | X | X | X | 170 |
| | 4. | Develop/implement operating policies/procedures | X | X | X | X | 171 |
| | 5. | Write periodic reports (i.e., monthly, mid-year, end of year, etc.) | X | X | X | X | 172 |
| | 6. | Attend professional trade shows | X | X | X | X | 173 |
| | 7. | Develop agendas for board meetings | | X | X | X | 174 |
| | 8. | Maintain tickler file | | X | X | X | 175 |
| | 9. | Evaluate programs | X | X | X | X | 176 |
| | 10. | Prepare a performance report | | X | X | X | 177 |
| | 11. | Attend Board of Director's meetings | | X | X | X | 178 |
| | 12. | Act as a liaison with local merchants/groups | | X | X | X | 179 |
| | 13. | Maintain inventory | X | X | X | X | 180 |
| | 14. | Order supplies (non-food and kitchen) | X | X | X | X | 181 |
| | 15. | Verify invoices/receipt of ordered supplies | X | X | X | X | 182 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 16. | Issue supplies | X | X | X | X | 183 |
| | 17. | Open establishment | X | | X | | 184 |
| | 18. | Close establishment | X | | X | | 185 |
| J. | | PERFORMING FISCAL MANAGERIAL DUTIES | | | | | |
| | 1. | Compute prices | X | X | X | X | 186 |
| | 2. | Cost out items | X | X | X | X | 187 |
| | 3. | Develop operational budgets | X | X | X | X | 188 |
| | 4. | Prepare business forecast | X | X | X | X | 189 |
| | 5. | Calculate profitability of facilities/services | X | X | X | X | 190 |
| | 6. | Prepare bank deposits | X | X | X | X | 191 |
| | 7. | Prepare statistical reports | | X | X | X | 192 |
| | 8. | Maintain cash flow programs | | X | X | X | 193 |
| | 9. | Maintain operational budget system | | X | X | X | 194 |
| | 10. | Maintain standard accounting program | X | X | X | X | 195 |
| | 11. | Reconcile monthly bank accounts | X | X | X | X | 196 |
| | 12. | Determine optimum process for reproducing printed materials | | X | X | X | 197 |
| | 13. | Prepare budgets | X | X | X | X | 198 |
| | 14. | Prepare statements for mailing | | X | X | X | 199 |
| | 15. | Audit daily business | X | X | X | X | 200 |
| | 16. | Prepare financial reports | X | X | X | X | 201 |
| | 17. | Track budget expenditures | X | X | X | X | 202 |
| | 18. | Perform bookkeeping | X | X | X | X | 203 |
| | 19. | Reconcile billing errors | X | X | X | X | 204 |
| | 20. | Identify specific program needs for budgetary purposes | | X | X | X | 205 |

| DUTY NO. | TASK NO. | TASK DESCRIPTION | Food & Beverage | Travel/ Tourism | Hotel/ Motel | Leisure/Parks/ Recreation | Performance Objective |
|---|---|---|---|---|---|---|---|
| | 21. | Collect overdue accounts | | X | X | X | 206 |
| | 22. | Compile/write operating reports | | X | X | X | 207 |
| | 23. | Make bank deposits | X | X | X | X | 208 |
| | 24. | Complete excessive charges report | X | X | X | X | 209 |
| | 25. | Compute average dollar amount spent by guest | X | X | X | X | 210 |

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## A. DUTY: PERFORMING GUEST/VISITOR/CLIENT SERVICES

1. **TASK:** Provide information, answer questions, and explain rules and regulations to visitors and users

   1) PERFORMANCE OBJECTIVE

   Given overall goals and training, provide information, answer questions, and explain rules and regulations according to company/agency guidelines.

   TOOLS AND EQUIPMENT

   Agency/company policy manual
   Agency/company program goals
   Telephone
   Paper
   Pencil/pen
   Computer terminal

2. **TASK:** Request visitors and users to voluntarily comply with rules and regulations

   2) PERFORMANCE OBJECTIVE

   Given overall program goals and training, request visitors and users to voluntarily comply with rules and regulations in an efficient and tactful manner.

   TOOLS AND EQUIPMENT

   Agency/company rules and regulations
   Microphone
   Paper
   Pencil/pen

3. **TASK:** Investigate accidents, complaints, disturbances, and other problems

   3) PERFORMANCE OBJECTIVE

   Given training, equipment, materials, and authority, investigate accidents, complaints, disturbances, and other problems according to company/agency rules, regulations, and policy.

   TOOLS AND EQUIPMENT

   Agency/company policy manual
   Rules and regulations
   Telephone
   Flashlight/spotlight
   Paper
   Pencil/pen

4. TASK: Maintain crowd control

4) PERFORMANCE OBJECTIVES

Given training, equipment, materials, and authority, maintain crowd control in a safe and efficient manner.

TOOLS AND EQUIPMENT

Agency/company manual
Agency/company rules and regulations
Megaphone
Microphone
Rope
Whistle

5. TASK: Schedule property activities

5) PERFORMANCE OBJECTIVE

Given a property with social and recreational amenities, tools, and equipment, schedule property activities. The schedule must be approve and provide for the use of amenities in accordance with governmental regulations and company policy/procedures.

TOOLS AND EQUIPMENT

Governmental regulations
Maintenance manuals
Maintenance schedules
Company policy/procedures
Lease agreements

6. TASK: Receive Guests

6) PERFORMANCE OBJECTIVE

Given visitor(s), receive visitor(s). Visitor(s) must be welcomed in a friendly manner, identified, and provided with accurate information.

TOOLS AND EQUIPMENT

Brochures
Computer terminal
Pen
Maps
Paper

7. TASK: Write order/ticket/reservation

7) PERFORMANCE OBJECTIVE

Given a group, order book, and pencil, write order or reservation listing all orders and prices correctly.

TOOLS AND EQUIPMENT

Order book
Pen
Pencil
Hand-held computer with remote main terminal
Computer
Terminal
Forms
Ticket form

8. TASK: Register guests

8) PERFORMANCE OBJECTIVE

Given a registration card, rack, key, credit card machine, and computer or cash register, check-in a guest. Registration card must include guest's information, room requirements, and type of payment. A credit card must be run on a charge slip and/or a downpayment made according to house policy.

TOOLS AND EQUIPMENT

Registration card
Rack
Key
Credit card machine
Cash register
Folio
Tray (or bucket)
Pen
Calculator
Charge slips
Computer terminal

9. TASK: Greet/interact with guests

9) PERFORMANCE OBJECTIVE

Given the task of greeting patrons, greet/interact with guests in a pleasant manner. When seating guests host person must travel with guests from foyer to seat in one uninterrupted movement. All special services, (children, handicapped) must be provided for.

TOOLS AND EQUIPMENT

Menus
Seating Chart
Reservation book
Pen/pencil
Highchairs/booster chair

10. **TASK:** Post events

10) PERFORMANCE OBJECTIVE

Given a listing of daily activities, post events on bulletin board. Events must be listed accurately and easily read.

TOOLS AND EQUIPMENT

Bulletin board
Pins
Computer terminal
Events listing
Calendar

11. **TASK:** Secure guest's valuables in safe

11) PERFORMANCE OBJECTIVE

Given a safe box, receipt pad, pencil, envelope, secure guest's valuables in a safe. Guest valuables must be placed in safe in presence of guest and be accompanied by an inventory/receipt.

TOOLS AND EQUIPMENT

Safe box
Receipt pad
Pencil
Envelope

12. **TASK:** Answer guest/client inquiries

12) PERFORMANCE OBJECTIVE

Given an inquiry by guest or client, maps, brochures, and telephone, answer guests/clients inquiries pleasantly or refer to appropriate resource.

TOOLS AND EQUIPMENT

Maps
Brochures
Telephone
Pen
Paper

13. **TASK:** Organize sightseeing tours

13) PERFORMANCE OBJECTIVE

Given a map and an itinerary of local tourist attractions, organize sightseeing tours within required schedule and budget allowance.

TOOLS AND EQUIPMENT

Map
Local brochures
Costs of bus/entry fee, etc.

14. **TASK:** Conduct sightseeing tours

14) PERFORMANCE OBJECTIVE

Given the tour arrangements, conduct sightseeing tours and provide complete information about attractions.

TOOLS AND EQUIPMENT

Microphone
Map
Information about the sights

15. **TASK:** Perform housekeeping activities in lobby waiting area

15) PERFORMANCE OBJECTIVE

Using proper equipment, clean the lobby area, in a safe and efficient manner.

TOOLS AND EQUIPMENT
Vacuum
Cleaning tools
Dusting tools
Furniture polish
Broom
Dustpan
Window cleaner

16. **TASK:** Explain fees

16) PERFORMANCE OBJECTIVE

Given a fee schedule and a client/customer, explain the fees. Information given must be without error and given in a courteous manner.

TOOLS AND EQUIPMENT

Fee schedule
Pen
Paper
Computer terminal
Calculator

17. TASK: Handle/process customer complaints

17) PERFORMANCE OBJECTIVE

Given the task of mediating disputes, handle/process customer complaints according to house policy.

TOOLS AND EQUIPMENT

Telephone
Paper
Pencil
Company policies/procedures

18. TASK: Take telephone order

18) PERFORMANCE OBJECTIVE

Given pad, pencil, computer terminal, and telephone, take telephone order. All items, the person's name, address, phone number, form of payment, specific request (seating) (diet), and expected time of pickup must be listed.

TOOLS AND EQUIPMENT

Telephone
Pad
Pencil
Computer terminal
Ticket

B. DUTY: PERFORMING CLERICAL DUTIES

1. TASK: Answer/process telephone calls

19) PERFORMANCE OBJECTIVE

Provide a telephone and incoming telephone calls, answer each of the calls demonstrating correct business telephone etiquette and taking complete order or message. Messages must be quoted and delivered without content error.

TOOLS AND EQUIPMENT

Telephone
Pen/pencil
Note pad
Order pad

2. TASK: Stock brochure racks

20) PERFORMANCE OBJECTIVE

Given brochures, promotional materials, and display racks, stock brochure racks. Rack is attractive, brochures are neatly arranged and easily removed one at a time.

TOOLS AND EQUIPMENT

Brochures
Promotional materials
Display racks

3. TASK: Process mail

21) PERFORMANCE OBJECTIVE

Given mail, date stamp, and incoming mail register and outgoing mail register, addressee information, process mail. Each piece of incoming mail must be opened, dated, and recorded without errors. All mail must be logged, sealed, and have correct address affixed.

TOOLS AND EQUIPMENT

Mail
Date stamp
Mail registers (incoming and outgoing)
Addressee information

4. **TASK:** Compose correspondence

22) PERFORMANCE OBJECTIVE

Given specified content information, compose correspondence. Correspondence must be free from confusion, easily understood, and without ambiguity and brief in form in compliance with office style.

TOOLS AND EQUIPMENT

Information
Paper
Pencil/pen
Computer (word processor)
Typewriter

5. **TASK:** Compile information for technical reports

23) PERFORMANCE OBJECTIVE

Given data information and data sources, compile information for technical reports. Data must be complete, accurate, and be recorded without errors.

TOOLS AND EQUIPMENT

Data
Information source list
Typewriter
Pen
Paper
Computer terminal

6. **TASK:** Maintain alphabetical, numerical, and subject filing system

24) PERFORMANCE OBJECTIVE

Given materials to be filed and a log book, maintain alphabetical, numerical, and subject filing system. Files must be logged out and back in. Location of materials must be known and accessible according to organization or company policy.

TOOLS AND EQUIPMENT

Files
Materials
Log books
Catalogs
Pen
Paper
Computer terminal

7. **TASK:** Compose abstracts of articles and reports

25) PERFORMANCE OBJECTIVE

Given typewriter, word processor, paper, pen, and abstracts of articles and reports; abstract must summarize important points in clear and concise language; must not exceed on typewritten page; and must include source and page numbers of article or report from which it is taken.

TOOLS AND EQUIPMENT

Paper
Pencil
Pen
Typewriter
Word processor/computer terminal
Reports
Articles

8. **TASK:** Duplicate material(s) on copying machine

26) PERFORMANCE OBJECTIVE

Given original materials and copy machine, duplicate material(s) on copying machine. Duplicates must be legible and all printed matter on original must be reproduced on copy.

TOOLS AND EQUIPMENT

Copy machine
Materials

9. **TASK:** Proofread typewritten copy

27) PERFORMANCE OBJECTIVE

Given typewritten material, proofread typewritten copy. All errors in alignment, allotted space, transposition, spelling, punctuation, and sentence structure must be noted.

TOOLS AND EQUIPMENT

Document
Pencil/pen

10. **TASK:** Type correspondence, forms, and reports

28) PERFORMANCE OBJECTIVE

Given copy, data, and instructions type correspondence, forms, and reports. The text must be typed in specified style and free of spelling and grammatical errors. All typewritten errors must be corrected.

TOOLS AND EQUIPMENT

Copy
Data
Forms
Typewriter
Computer terminal (word processing)

11. **TASK:** Complete forms

29) PERFORMANCE OBJECTIVE

Given business or legal forms and information to complete, complete forms. Computations must be correct, items must be filled in according to data provided with no spelling or format errors.

TOOLS AND EQUIPMENT

Forms
Typewriter
Pen
Pencil
Computer terminal

12. **TASK:** Schedule meetings

30) PERFORMANCE OBJECTIVE

Given the need to schedule a meeting, telephone, meeting location, schedule a meeting that a quorum of membership will attend.

TOOLS AND EQUIPMENT

Telephone
Meeting schedule
Location for meeting
Pen

13. **TASK:** Maintain an appointment and calendar system

31) PERFORMANCE OBJECTIVE

Given appointments and cancellations to be made and an appointment calendar, maintain an appointment and calendar system. Appointments must not overlap, confirmations and/or cancellations should be made, and parties informed at least one day in advance.

TOOLS AND EQUIPMENT

Calendar
Computer
Pen

14. **TASK:** Use computer terminal and related programs

32) PERFORMANCE OBJECTIVE

Given computer terminal and accessories, software program, and information to enter or receive, use computer and related programs according to software and company procedures/guidelines.

TOOLS AND EQUIPMENT

Computer terminal
Software
Pen
Paper
Information/data

15. **TASK:** Operate telephone switchboard

33) PERFORMANCE OBJECTIVE

Given incoming and outgoing calls, operate telephone switchboard courteously and without disconnecting a caller.

TOOLS AND EQUIPMENT

Telephone switchboard
Paper
Pen/pencil

C. DUTY: PERFORMING PUBLIC RELATION DUTIES

1. TASK: Develop and implement public relation programs

34) PERFORMANCE OBJECTIVE

Given needs assessment, format, company/organization process, develop and implement a publication and program to improve the image and profitability of the company.

TOOLS AND EQUIPMENT

Computer
Company policies
Budget
Brochures
Telephone
Paper
Pencil
Posters

2. TASK: Manage promotional programs

35) PERFORMANCE OBJECTIVE

Given a promotional activity, promotional plan, telephone, staffing schedules, brochures, manage promotional programs according to organization's guidelines.

TOOLS AND EQUIPMENT

Telephone
Promotional plan
Brochures
Staffing schedule

3. TASK: Establish client resource file and materials

36) PERFORMANCE OBJECTIVE

Given form(s) and other medical record supplies, tools, and equipment, assemble/compile/activate patient's medical records. A medical record folder will have been assembled/compiled/activated for patient(s) without error according to department/facility policy/procedures. (5)

TOOLS AND EQUIPMENT

Accession logs/ledgers/registries
Consultation reports
Date stamp
Department/facility policy/procedures
Diagnostic reports
Medical record files (drawer, open shelf, automated, mechanical)
Medical record folders
Number control index
Patient discharge summaries
Patient index cards
Patient index file (card file) drawer, automated, mechanical
Patient medical histories
Physicians progress notes
Registration form (face summary sheet)
Therapeutic reports
Typewriter with desk and chair
Number machine

4. TASK: Establish marketing and promotional programs

37) PERFORMANCE OBJECTIVE

Given a list of the promotional goals for the business, a list of promotional activities, and their cost, establish promotional program. Program must address advertising, displays, and public relations, and meet organization's goals.

TOOLS AND EQUIPMENT

Organization's goals
Paper
Pencil
Telephone
Computer terminal
Brochures
Listing of specialized services

5. TASK: Deal effectively with individuals and groups in a courteous and tactful manner

38) PERFORMANCE OBJECTIVE

Given a public relations policy and organizational orientation, deal effectively with individuals and groups in a courteous and tactful manner.

TOOLS AND EQUIPMENT

Company/organization policies

6. TASK: Draft/edit monthly newsletter

39) PERFORMANCE OBJECTIVE

Given news items, paper, pencil, word processor, typewriter, draft/edit monthly newsletter. Newsletter is clear, provides adequate coverage, and is free of error.

TOOLS AND EQUIPMENT

News items
Paper
Pencil
Word processor
Typewriter

7. TASK: Convey information orally

40) PERFORMANCE OBJECTIVE

Given groups or individuals a variety of formal or informal settings, convey geographical related information in a clear and concise manner.

TOOLS AND EQUIPMENT

Audiovisual materials
Audiovisual equipment
Brochures
Maps
Microphone

8. TASK: Write and distribute news media releases

41) PERFORMANCE OBJECTIVE

Given news item, paper, pencil, newspaper requirements, word processor, and newspaper directory, write and distribute news media releases in format that meets newspaper and organization requirements.

TOOLS AND EQUIPMENT

News item
Paper
Pencil
Newspaper directory
Word processor

9. **TASK:** Work with tourism related and promotional projects

42) PERFORMANCE OBJECTIVE

Given calendar, schedule of events, projects and activities, paper, pencil, telephone work with tourism related and promotional projects/events according to organization's guidelines and policies.

TOOLS AND EQUIPMENT

Events schedule
Project schedule
Activity list
Paper
Pencil
Telephone
Calendar

10. **TASK:** Coordinate with local and regional campaigns and services

43) PERFORMANCE OBJECTIVE

Given local campaigns, calendar, services directory, telephone book, paper, pen, and computer terminal, coordinate with local and regional campaigns and services according to organization's policies, budget, and guidelines.

TOOLS AND EQUIPMENT

Calendar
Services directory
Telephone book
Paper
Pen
Computer terminal

11. **TASK:** Authorize brochure displays

44) PERFORMANCE OBJECTIVE

Given different brochures, display racks, and plan for display, authorize brochure displays prior to display and according to organization's goals and policies.

TOOLS AND EQUIPMENT

Brochures
Display rack

12. **TASK:** Coordinate tours

45) PERFORMANCE OBJECTIVE

Given tour plan, visitors, directory of sites and services, telephone, paper and pen, coordinate tours according to predetermined plan that meets organization's and clients' needs.

TOOLS AND EQUIPMENT

Tour plan
Directory of sites and services
Telephone
Paper
Pen

13. **TASK:** Develop information kit

46) PERFORMANCE OBJECTIVE

Given brochures, folders, promotional materials, maps, and business cards, develop information kit, providing complete information on services and facilities.

TOOLS AND EQUIPMENT

Brochures
Folders
Promotional materials
Maps
Business cards

14. **TASK:** Establish working relationship with tour operators

47) PERFORMANCE OBJECTIVE

Given list of tour operators, paper, pen, word processor, telephone, and service directory, establish working relationship with tour operators within organization's guidelines and maintaining regular contact.

TOOLS AND EQUIPMENT

Listing of tour operators
Paper
Pen
Word processor
Telephone
Service directory

15. **TASK:** Meet and deal successfully with various types of people under circumstances which frequently involve influencing, motivating, leading, and controlling persons or groups

48) PERFORMANCE OBJECTIVE

Given overall program goals and appropriate training, meet with various types of people under circumstances which frequently involve influencing, motivating, leading, and controlling persons or groups.

TOOLS AND EQUIPMENT

Agency/company goals
Agency/company policies
Telephone
Paper
Pen/pencil

16. **TASK:** Establish and maintain communication links with individuals, groups, and agencies which may influence, affect, or have a vested interest (political, social, and/or economical)

49) PERFORMANCE OBJECTIVE

Given overall program goals, equipment and materials, authority, establish and maintain communication links with individuals, groups, and agencies which may influence, affect, or have a vested interest within company guidelines.

TOOLS AND EQUIPMENT

Agency/company program goals
Agency/company policies
Telephone
Paper
Pencil/pen

17. **TASK:** Analyze and evaluate interests, habits, and demands of diversified groups

50) PERFORMANCE OBJECTIVE

Given overall program goals, training, information, and a process, analyze and evaluate recreation interests, habits, and demands of diversified groups in a timely manner.

TOOLS AND EQUIPMENT

Agency/company program goals
Agency/company procedures manual
Paper
Pencil/pen
Computer terminal

18. **TASK:** Identify and classify (inventory) existing and potential recreation areas, facilities, and services

51) PERFORMANCE OBJECTIVE

Given overall program goals, training, a process, equipment and materials, identify and inventory existing and potential recreation areas, facilities, and services within agency/company timelines and budget.

TOOLS AND EQUIPMENT

Agency/company program goals
Agency/company procedures
Map
Pencil/pen
Paper
Computer terminal

19. **TASK:** Appraise needs for new and/or expanded recreation activity and use opportunities

52) PERFORMANCE OBJECTIVE

Given overall program goals, training, a process, recreation inventory and analysis, appraise needs for new and/or expanded recreation activity and use opportunities within guidelines of agency/company.

TOOLS AND EQUIPMENT

Agency/company program goals
Agency/company procedures manual
Recreation inventories
Population data
Paper
Pencil/pen
Computer terminal

20. **TASK:** Prepare comprehensive planning documents (i.e., activity plans, management plans, master plans, project plans, land use plans, etc.) for both short- and long-term management situations

53) PERFORMANCE OBJECTIVE

Given overall program goals, training, and applicable information, prepare comprehensive recreation planning documents within agency/company timelines and budget.

TOOLS AND EQUIPMENT

Agency/company program goals
Demographic data
Recreation inventory
Paper
Pencil/pen
Word processor

21. TASK: Manage production of all brochures

54) PERFORMANCE OBJECTIVE

Given budget, final proof of brochure, paper, calendar, printer, contracted services, and computer terminal, manage production of all brochures according to organizational guidelines and budget.

TOOLS AND EQUIPMENT

Budget
Brochure proof
Contract services/directory
Calendar
Printer
Paper
Computer terminal

## D. DUTY: PERFORMING SALES DUTIES AND MARKETING PRODUCTS/SERVICES

1. TASK: Manage promotional programs

55) PERFORMANCE OBJECTIVE

Given a promotional activity, promotional plan, telephone, staffing schedules, brochures, manage promotional programs according to organization's guidelines.

TOOLS AND EQUIPMENT

Telephone
Promotional plan
Brochures
Staffing schedule

2. TASK: Promote/sell conferences/conventions

56) PERFORMANCE OBJECTIVE

Given a convention booking situation, a property's banquet function book, brochures, reservation cards, pen, and calculator, promote/sell conventions/conferences. Properly booked convention arrangements must include date, time, number of people and rooms, prices, "set-up," and person's name/address/telephone booking convention.

TOOLS AND EQUIPMENT

Function record
Brochures
Calendar
Reservation cards
Company policies/procedures
Calculator
Computer terminal
Pencil/pen
Company forms

3. TASK: Develop convention services

57) PERFORMANCE OBJECTIVE

Given paper, pencil, computer terminal, software, listing of convention sites/facilities, local services, develop convention services to reduce duplication and increase convention sales according to organization's policies.

TOOLS AND EQUIPMENT

Paper
Pen/pencil
Computer terminal software
Facilities directory
Service directory

4. TASK: Promote credit card and new account interest

58) PERFORMANCE OBJECTIVE

Given knowledge of business, clientele, industry, printer, photographer, budget allocation, promote credit card and new account interests. Sales plan must meet company quotas and be made according to company policies.

TOOLS AND EQUIPMENT

Knowledge of business and clientele to be served
Photographer
Printer
Budget allocation
Paper
Pencil/pen
Typewriter
Company policies

5. TASK: Write bid proposals and invitations

59) PERFORMANCE OBJECTIVE

Given schedule of events, client specifications, facilities directory, paper, pencil (pen), word processor, services directory, organization's policies, write bid proposals and invitations meeting needs of client and organization's policies and goals.

TOOLS AND EQUIPMENT

Schedule of events
Client specifications
Facilities directory
Service director
Paper
Pencil/pen
Word processor
Telephone

6. TASK: Present bid proposals

60) PERFORMANCE OBJECTIVE

Given bid proposal and supplementary materials, present bid proposal responding efficiently and concisely to all questions in a clear voice.

TOOLS AND EQUIPMENT

Bid proposal
Brochures
Overhead projector
Flipchart

7. TASK: Collect bid proposals and invitations

61) PERFORMANCE OBJECTIVE

Given bid proposals from several facilities for an event, collect bid proposals and invitations according to organization's guidelines and directions.

TOOLS AND EQUIPMENT

Bid proposals
Date stamp

8. TASK: Assist local establishments with convention bids

62) PERFORMANCE OBJECTIVE

Given organization requesting convention bids, telephone and establishment's desire to prepare a bid, assist local establishment with convention bids according to board policy.

TOOLS AND EQUIPMENT

Telephone
Calculator
Paper
Pencil
Computer terminal

9. TASK: Erect/arrange exhibits and displays

63) PERFORMANCE OBJECTIVE

Given a situation requiring promotional displays and exhibits, plan advertising and plan public relations. Erect/arrange displays and exhibits. Promotional displays and exhibits must be arranged fulfilling contractual agreements which stipulate the type of displays and exhibits that must be developed.

TOOLS AND EQUIPMENT

Advertising tools
Public relations tools
Contracts
Pen/pencil
Paper
Calendar
Tables
Table cloth
Hammer/screw driver

10. TASK: Conduct site tours

64) PERFORMANCE OBJECTIVE

Given convention client, map, brochures, and automobile, conduct site tours showing potential client all sites as predetermined to meet community and convention goers needs.

TOOLS AND EQUIPMENT

Map
Brochures
Automobile

11. TASK: Plan/administer sales program

65) PERFORMANCE OBJECTIVE

Given knowledge of business, clientele, industry, printer, photographer, budget allocation plan/administer sales program. A sales plan must be developed which provides an attractive, informative format of the services and menus which are available for a function and any other related information pertinent to planning the function.

TOOLS AND EQUIPMENT

Knowledge of business and clientele to be served
Photographer
Printer
Budget allocation
Paper
Pencil/pen
Typewriter
Company policies

12. **TASK:** Plan/prepare promotional materials

66) PERFORMANCE OBJECTIVE

Given comprehensive knowledge of business, industry, and clientele, office or room in which to arrange displays and exhibits, showcases, easels, and/or construction materials, and miscellaneous accessories to display, photographer, items to be displayed, plan promotional displays and exhibits. Promotional displays and exhibits must be designed which present the services and menus offered by the business.

TOOLS AND EQUIPMENT

Knowledge of business
Showcases/easels/construction/materials/photographer
Pen/pencil
Scissors
Tacks
Office/room
Display items
Paper
Markers
Tape

13. **TASK:** Develop advertising campaigns

67) PERFORMANCE OBJECTIVE

Given sales budget, media in which to advertise, knowledge of concept to be marketed, product list, develop sales campaigns. Sales plan must be arranged based upon planned concept that will result in best cost/benefit ratio.

TOOLS AND EQUIPMENT

Budget
Listing of media services
Product list
Telephone
Paper
Pen/pencil
Advertising concepts

14. **TASK:** Arrange for newspaper advertising

68) PERFORMANCE OBJECTIVE

Given a property advertising guideline manual, pencil, a copy of property's trademark, and a layout newspaper advertisement situation, place a newspaper advertisement.

TOOLS AND EQUIPMENT

Property advertising manual
Pencil
Paper
Trademarks
Photos
Drafting table
Cutting tool

## E. DUTY: PERFORMING CASH REGISTER DUTIES

1. **TASK:** Accept and receipt customer's accounts receivable

69) PERFORMANCE OBJECTIVE

Provided a receipt form and information concerning amounts due on a charge account, accept and receipt customer's accounts receivable, filling out the form including all of the information requested.

TOOLS AND EQUIPMENT

Receipt form
Billing
Pen
Paper
Calculator
Computer terminal

2. **TASK:** Identify acceptable checks

70) PERFORMANCE OBJECTIVE

Given customer's check and a check cashed slip, examine the check and identify acceptable checks. Checks are for the correct amount, correctly dated, and are not listed in bad check record.

TOOLS AND EQUIPMENT

Bad check list
Pen
Bill
Company stamp
Identification

3. **TASK:** Accept valid consumer redeemable coupons

71) PERFORMANCE OBJECTIVE

Given vendor and company coupons and a purchase of merchandise or service, accept valid consumer redeemable coupons. All coupons accepted must be valid.

TOOLS AND EQUIPMENT

Coupons
Pen/pencil
Cash register

4. TASK: Prepare cash drawer for daily business

72) PERFORMANCE OBJECTIVE

Given a cash drawer, change fund and a change fund receipt form, prepare the cash drawer for business. All money must be in correct location, accurately counted and receipt form signed.

TOOLS AND EQUIPMENT

Pen
Receipt form
Cash register
Money

5. TASK: Change cash register receipt tape

73) PERFORMANCE OBJECTIVE

Provided a cash register that is out of receipt tape and a new roll of tape, thread the tape into the register according to the instructions in the manufacturer's register handbook or the instructions attached to the cash register. The tape will feed and print properly.

TOOLS AND EQUIPMENT

Cash register
New roll or tape
Manufacturer's instructions

6. TASK: Fill out cash register summary sheet

74) PERFORMANCE OBJECTIVE

Given designated time, establishment's policy, receipts from cash register, fill out cash register summary sheet. All entries must be correct and filed.

TOOLS AND EQUIPMENT

Summary sheets
Calculator
Computer terminal
Pen
Pencil
Receipts

7. TASK: Calculate unit price of multiple-priced items

75) PERFORMANCE OBJECTIVE

Given multiple-priced items of merchandise, calculate the cost that would be charged for one and two of each of the items.

TOOLS AND EQUIPMENT

Calculator
Computer terminal
Price list
Paper
Pen/pencil

8. TASK: Correct cash register errors

76) PERFORMANCE OBJECTIVE

Given errors made when ringing up orders of service and merchandise and forms for recording these errors, correct cash register errors according to company policies/procedures. All errors must be corrected.

TOOLS AND EQUIPMENT

Cash register
Correction forms
Pen/pencil
Computer terminal/printout

9. TASK: Process cash refunds

77) PERFORMANCE OBJECTIVE

Given a customer request for refund and a refund form approval, fill out the form and make the refund according to company policy.

TOOLS AND EQUIPMENT

Refund forms
Pen/pencil
Cash register
Calculator

10. TASK: Make change

78) PERFORMANCE OBJECTIVE

Given a total cost for an order of merchandise and the amount of money submitted by customer, make change to the customer. Change given must be correct.

TOOLS AND EQUIPMENT

Totalled merchandise
Money given by customer
Cash register with money

11. **TASK:** Write customer's charges

79) PERFORMANCE OBJECTIVE

Provided a charge form and an order of merchandise or service that is to be charged to customer's account, verify and write up customer charges. Charge form must be filled out correctly and credit verified.

TOOLS AND EQUIPMENT

Charge forms
Credit card imprinter
Computer terminal
Cash register
Pen/pencil
Billing for services
Merchandise

12. **TASK:** Ring up orders of merchandise or service on the cash register

80) PERFORMANCE OBJECTIVE

Given a cash register, an order of merchandise or service, including taxable items, and all forms used by company cashier-checkers, ring up the orders of merchandise on the cash register. All orders must be rung correctly and within time standards if established by the company.

TOOLS AND EQUIPMENT

Pen
Company forms
Cash register
Bags
Computer terminal

13. **TASK:** Manipulate cash register keys

81) PERFORMANCE OBJECTIVE

Provided a cash register and a list of entries including coupon, ring up each and register a total without error.

TOOLS AND EQUIPMENT

Cash register
List of entries
Computer terminal

14. **TASK:** Open/close cash register

82) PERFORMANCE OBJECTIVE

Given a cash register, bill of sale, and knowledge of company policy open/close cash register in minimum amount of time and according to company policies.

TOOLS AND EQUIPMENT

Cash register
Pen
Bill of sale

15. **TASK:** Reconcile cash register

83) PERFORMANCE OBJECTIVE

Given a designated time and company policies, reconcile cash register. Cash register contents will equal beginning amount and sales rung and cash paid out.

TOOLS AND EQUIPMENT

Cash register
Pen
Paper
Calculator
List of sales rung

16. **TASK:** Cash checks

84) PERFORMANCE OBJECTIVE

Given a property's maximum amount allowable policy and other necessary materials, cash a check. Properly cashed check will include guest's information, credit card guarantee, restrictive endorsement, and correct amount.

TOOLS AND EQUIPMENT

Company policies
Cash register
Credit card stamp
Pen

17. **TASK:** Verify cash amount in cash register

85) PERFORMANCE OBJECTIVE

Given a posting machine, adding machine, and cash drawer, verify a cash amount in a cash register (drawer). Drawer amount at end of shift less the cash at the beginning of shift equals amount on posting machine or sales recorded on computer allowing for credit charges.

TOOLS AND EQUIPMENT

Posting machine
Adding machine
Cash drawer
Computer terminal

18. **TASK:** Verify cash amount turned in on each shift

86) PERFORMANCE OBJECTIVE

Given paper, pencil, posting machine, and adding machine, verify a cash amount turned in on each shift. Posting machine cash reading will equal adding machine tape total of cash deposit, accounting for credit card sales.

TOOLS AND EQUIPMENT

Paper
Pencil
Posting machine
Adding machine
Computer terminal

19. **TASK:** Obtain authorization on credit cards

87) PERFORMANCE OBJECTIVE

Given a telephone, credit card, charge slip, and pen, obtain an authorization for a credit card. Proper credit card authorization will contain a number that guarantees property amount for a specific charge or amount determined by company policy.

TOOLS AND EQUIPMENT

Telephone
Credit card
Charge slip
Pen
Telex (Telecheck) machine
Computer/modern

20. **TASK:** Receive cash payments

88) PERFORMANCE OBJECTIVE

Given a folio, cash register, receive cash payments. Cash amount posted on folio will equal payments received.

TOOLS AND EQUIPMENT

Folio
Cash register

21. **TASK:** Receive/process credit card payments

89) PERFORMANCE OBJECTIVE

Given a customer folio, cash register, ticket of charge sale, receive and process credit card payment. Charge must reflect same amount on all charges posted on guest folio.

TOOLS AND EQUIPMENT

Customer folio
Cash register
Computer terminal
Credit card verifier
Telephone
Credit card imprinter
Pen
Credit card slips

22. **TASK:** Accept payment for check

90) PERFORMANCE OBJECTIVE

Given a cash register, credit card, imprinter, pen, calculator, computer terminal, accept payment for check. Payment must be correct or change returned.

TOOLS AND EQUIPMENT

Cash register
Credit card imprinter
Pen
Calculator
Computer terminal

## F. DUTY: PERFORMING SAFETY/SECURITY AND SANITATION DUTIES

1. **TASK:** Conduct property inspection

91) PERFORMANCE OBJECTIVE

Given a unit, tools and equipment, conduct inspection. The inspection form must be completed according to company policy/procedures.

TOOLS AND EQUIPMENT

Keys with sign-out sheet
Vacancy inspection form
Company policy/procedures
Clipboard

2. **TASK:** Observe and report hazardous conditions

92) PERFORMANCE OBJECTIVE

Provided an establishment's property conditions, observe for and report/correct all hazardous conditions according to establishment's guidelines.

TOOLS AND EQUIPMENT

Pen/pencil
Form/paper
Telephone
Establishment procedures

3. **TASK:** Assist accident victims

93) PERFORMANCE OBJECTIVE

Given an emergency situation, appropriate training and supplies, assist accident victims until emergency medical assistance arrives. Victim is treated so that no further injury occurs and according to Red Cross standards.

TOOLS AND EQUIPMENT

Red Cross standards
Splints
Telephone
Bandages
Gauze
Tape
Disinfecting solutions

4. **TASK:** Respond to medical emergency

94) PERFORMANCE OBJECTIVE

Given injured person, first aid kit, telephone, automobile, and certification in CPR/first aid training in heimlich maneuver and anti-choking, respond to medical emergency using appropriate treatment within limits of law and according to extent of injury. First aid kit must remain stocked and liability of establishment kept at a minimum.

TOOLS AND EQUIPMENT

Clean rags
Bandages
Gauze
Disinfecting ointment
Tape
Red Cross manual
Telephone

5. **TASK:** Investigate/handle accidents and disturbances

95) PERFORMANCE OBJECTIVE

Given an accident report form, pencil, and property's insurance policy, complete an accident investigation report with no errors.

TOOLS AND EQUIPMENT

Accident report form
Pencil
Property's insurance policy

6. **TASK:** Prepare/process accident report

96) PERFORMANCE OBJECTIVE

Given an accident involving the property, tools and equipment, prepare/process an accident report. Data and information must be collected and the report prepared and processing in accordance with governmental regulations and company policy/procedures.

TOOLS AND EQUIPMENT

Company policy/procedures
Company documents relating to accident plan(s)
Organizational chart
Users of reports
Governmental regulations
Job descriptions

7. TASK: Develop security/safety and sanitation policies/procedures

97) PERFORMANCE OBJECTIVE

Given specifications of property, tools and equipment, develop security and safety policies/procedures. The manual must contain policies and procedures to guide all security and safety for all guests, employees, buildings, grounds, utilities, and equipment in accordance with manufacturers' specifications, company policy/procedures, and governmental regulations.

TOOLS AND EQUIPMENT

Company policy/procedures
Governmental regulations
Inventories of property/equipment
Manufacturers' specifications for repair/maintenance/services

8. TASK: Assist in maintaining establishment security

98) PERFORMANCE OBJECTIVE

Given a potential security violation, robbery, or other incident, assist in maintaining establishment security preventing violations and according to establishment guidelines for breach of security.

TOOLS AND EQUIPMENT

Establishment guidelines

8a. TASK: Maintain security of establishment

98a) PERFORMANCE OBJECTIVE

Given employees, policy and procedures manual, products, cash and keys, maintain security by opening back doors only when authorized to do so, and then secure establishment according to establishment's procedure.

TOOLS AND EQUIPMENT

Policies and procedures
Keys
Products
Cash
Cash register

9. TASK: Deal with robberies/attempts

99) PERFORMANCE OBJECTIVE

Given a robbery attempt, cash register and till, deal with robbery according to establishment procedures, collecting all information to relay to authorities.

TOOLS AND EQUIPMENT

Phone
Cash register
Safe
Cash

9a. TASK: Investigates reports of theft

99a) PERFORMANCE OBJECTIVE

Given a theft report form, complete a theft investigation report, with no errors.

TOOLS AND EQUIPMENT

Pencil/pen
Theft report form
Company policy/procedures

10. TASK: Respond to fire emergency

100) PERFORMANCE OBJECTIVE

Given fire, fire extinguishers, customers and telephone, respond to fire emergency by evacuating customers efficiently and calmly and extinguishing fire or contacting fire officials. All fire fighting/prevention equipment must be maintained at all times.

TOOLS AND EQUIPMENT

Sprinkler system
Ancel system
Fire extinguishers
Telephone

11. TASK: Inspect facility for compliance with health and sanitation laws

101) PERFORMANCE OBJECTIVE

Given checklist, pencil and access to kitchen, inspect facility for compliance with health and sanitation laws. All items on county health inspector's checklist must be acceptable.

TOOLS AND EQUIPMENT

Checklist
Clipboard
Pencil

12. **TASK:** Develop and implement a hazardous chemical communication program

102) PERFORMANCE OBJECTIVE

Given current Oregon Revised Statutes, develop and implement a hazardous chemical communication program through the use of container labeling, material safety data sheets, and employee training/information.

TOOLS AND EQUIPMENT

Oregon statutes
Pen/pencil
Paper
Notebook
Labels
Hazardous chemical guide

13. **TASK:** Exterminate rodents

103) PERFORMANCE OBJECTIVE

Given tools and equipment, bait, mouse/rat trap, cleaning solution, and cleaning cloths, exterminate rodents. Work areas must be sanitary and free of rodents.

TOOLS AND EQUIPMENT

Bucket
Dustpan
Broom/vacuum
Bait
Trap

14. **TASK:** Exterminate insects

104) PERFORMANCE OBJECTIVE

Given tools and equipment, insecticide spray, cleaning solution, and cleaning cloths, exterminate insects. Work area must be sanitary and free of insects.

TOOLS AND EQUIPMENT

Broom/vacuum
Dustpan
Bucket
Bait
Approved insecticide

15. **TASK:** Promote visitor and user health and safety through monitoring resource conditions (i.e., water quality, known hazards, etc.)

105) PERFORMANCE OBJECTIVE

Given training, procedures, equipment and materials, monitor resource conditions to protect visitor and user health and safety in an efficient and timely manner.

TOOLS AND EQUIPMENT

Agency/company procedures manual
Flashlight
Shovel
Safety manual

## G. DUTY: PERFORMING INSPECTION AND MAINTENANCE

1. TASK: Assess and record the physical condition of grounds and building exterior

106) PERFORMANCE OBJECTIVE

Given records of past property conditions, appropriate forms, and writing materials, assess and record the physical condition of grounds and building exteriors. All information is accurately recorded.

TOOLS AND EQUIPMENT

Company property records
Forms
Pen/pencil

2. TASK: Inspect and test condition of grounds equipment

107) PERFORMANCE OBJECTIVE

Given a tractor, power mower, roller, fertilizer spreader, hedge clippers, shovels, rakes, hoes, hoses, and other grounds maintenance equipment, inspect and test condition of ground equipment for workability and safety. All functional defects will be identified.

TOOLS AND EQUIPMENT

Power Motor
Hedge clippers
Fertilizer spreader
Rakes
Hoses
Tractor
Roller
Shovels
Hoes
Extension cords

3. TASK: Mow and edge grass

108) PERFORMANCE OBJECTIVE

Given gas powered mower, hand or power edger, shovel, extension cords, and power source, mow and edge grass in assigned area. Height of grass will be uniform and mowing pattern systematic; width and depth of edge will be uniform.

TOOLS AND EQUIPMENT

Mower
Edger
Shovel
Extension cords

4. TASK: Trim shrubs

109) PERFORMANCE OBJECTIVE

Given hand or power clippers, extension cord, power source and lubricating oil, trim shrubs in assigned area. The trimmed shrubs will conform to preexisting shapes, lines, and dimensions.

TOOLS AND EQUIPMENT

Clippers
Extension cord
Lubricating oil

5. TASK: Service power mower

110) PERFORMANCE OBJECTIVE

Given a power mower, screw driver, adjusting wrench, oil, gas, box grinder, pliers, and special wrench for blade removal, service a power mower. The serviced mower should start on the first attempt; its motor will emit no smoke, nor will it have knocks; the cutting edge will respond to attempts to shift its height (if unit has such an adjustment); the speed and direction will respond to changes in gear placement; the steering will respond to signals; the mower will run steadily for the duration required; no stalling, sputtering or erratic sounds or motions will be observed; it will mow the lawn without malfunction or further adjustment; it will run at the required r.p.m.

TOOLS AND EQUIPMENT

Power mower
Screw driver
Adjusting wrench
Oil
Gas
Box grinder
Pliers
Special blade remover wrench

6. TASK: Inspect piping for leaks

111) PERFORMANCE OBJECTIVE

Given piping for inspection, ladder, flashlight, wrenches, mechanical or electrical leak detector, work order, telephone, mobile radio, and inspection log, inspect piping for leaks. All leaks must be located and repaired.

TOOLS AND EQUIPMENT

Piping
Wrenches
Work order
Mobile radio
Ladder
Flashlight
Leak detector
Telephone
Inspection log

7. TASK: Inspect plant tools

112) PERFORMANCE OBJECTIVE

Given tools, tablet, pencil, and telephone, inspect plant tools. All tools must be visually checked and all malfunctions reported to instructor.

TOOLS AND EQUIPMENT

Tablet
Pencil
Telephone

8. TASK: Inspect plant equipment

113) PERFORMANCE OBJECTIVE

Given plant equipment, tablet, inspection log, pencil, ladder, flashlight, telephone, and mobile radio, inspect plant equipment. Condition and/or nature of malfunction, as verified by the instruction, must be entered in log.

TOOLS AND EQUIPMENT

Tablet
Inspection log
Pencil
Ladder
Flashlight
Telephone
Mobile radio

9. **TASK:** Inspect gauges and instruments for accuracy

114) PERFORMANCE OBJECTIVE

Given tablet, pencil, gauges, instrument, gauge board, sight glass, dip stick, yard stick, stop watch, graduated cylinder, test gauge, standard weight, wrenches, and inspection log, inspect gauges and instruments for accuracy. Gauge and instrument readings must be the same as results yielded by manual procedure; discrepancies, if any, must be recorded in log for record and a plan for repair should be implemented.

TOOLS AND EQUIPMENT

Tablet
Pencil
Gauges
Instrument
Gauge board
Sight glass
Dip stick
Yard stick
Stop watch
Graduated cylinder
Test gauge
Standard weight
Wrenches
Inspection log

10. **TASK:** Check testing equipment for accuracy

115) PERFORMANCE OBJECTIVE

Given equipment, reference standard, test reagent, screw driver, distilled or demineralized water, paper towels, and calibration log, check testing equipment for accuracy. Test results obtained by trainee must be equivalent to results obtained by instructor.

TOOLS AND EQUIPMENT

Reference standard
Test reagent
Screw driver
Distilled water
Paper towels
Calibration log

11. **TASK:** Inspect water supply for required level

116) PERFORMANCE OBJECTIVE

Given sight glass, hydraulic pressure gauge, electronic gauge, pneumatic pressure gauge, gauge board, float indicator, daily log, and water supply, inspect water supply for required level. Water level adjustment made by trainee must be within limits specified by plants.

TOOLS AND EQUIPMENT

Sight glass
Electronic gauge
Gauge board
Daily log
Hydraulic pressure gauge
Pneumatic pressure gauge
Float indicator
Water supply

12. TASK: Perform preventive maintenance inspection

117) PERFORMANCE OBJECTIVE

Given plant equipment, tablet, pencil, maintenance log, ladder, and flashlifht, perform preventive maintenance inspection. All equipment having leakage, corrosion, or malfunctioning parts must be located and entered in maintenance log. Develop a plan for the necessary repairs.

TOOLS AND EQUIPMENT

Tablet
Pencil
Maintenance log
Ladder
Flashlight

13. TASK: Inspect water, irrigation, electrical, gas, sewer, and communication systems for leaks, breaks, spills, and other mechanical malfunctions

118) PERFORMANCE OBJECTIVE

Given appropriate training, standards, equipment and tools, and a process, inspect utility systems for necessary maintenance in a safe and efficient manner.

TOOLS AND EQUIPMENT

Equipment manuals
Utility manuals
Paper
Pencil/pen

14. **TASK:** Perform preventative and scheduled maintenance activities, and make necessary repairs/replacements to deteriorated grounds and facilities

119) PERFORMANCE OBJECTIVE

Given appropriate manuals, standards, tools and equipment, materials and supplies, perform preventative and scheduled maintenance activities, and make necessary repairs/replacements to deteriorated groups and facilities in a safe and efficient manner.

TOOLS AND EQUIPMENT

Maintenance manuals
Hammer
Rake
Shovel
Lawn mower
Chain saw
Screw driver
Nails
Plow
Clippers
Tree trimmer

15. **TASK:** Dissemble and clean buffing machine

120) PERFORMANCE OBJECTIVE

Given a soiled buffing machine, tools, and equipment, dissemble and clean buffing machine. Buffing machine must be scrubbed and wiped clean so that when a light colored cloth is wiped over it, there is no dirt smudge on any component. All nuts and bolts must be tightened enough so that vibration does not work them loose.

TOOLS AND EQUIPMENT

Cleaning solution
Buff pads
Vinegar solution
Scraper
Cloths

16. **TASK:** Disassemble and clean wet/dry vacuum

121) PERFORMANCE OBJECTIVE

Given a soiled wet/dry vacuum with all attachments, disassemble and clean. Parts must not show smudges when wiped with clean light colored cloth. All soil stains must be removed. Hose must dry within 12 hours. There can be no obstructions in air suction channels.

TOOLS AND EQUIPMENT

Cleaning solution
Cloths

17. TASK: Ease sticking drawers

122) PERFORMANCE OBJECTIVE

Given a piece of furniture with sticking drawers and necessary tools and equipment, ease sticking drawers according to the following standards. Drawer must be level with rest of furniture piece. It must open and close with ease.

TOOLS AND EQUIPMENT

Wax

18. TASK: Empty and clean carpet vacuum

123) PERFORMANCE OBJECTIVE

Given a carpet vacuum in need of cleaning, empty and clean the carpet vacuum. There can be no visible dust in habitable area. Bag contents must be packaged and disposed of in a covered container. Vacuum must be wiped with a light colored cloth; cloth shows no smudges. Air channels must be free of obstruction.

TOOLS AND EQUIPMENT

Dust bag
Paper
Brush
Soft rag

19. TASK: Free sticking doors

124) PERFORMANCE OBJECTIVE

Given a standard door that sticks when opened and shut, free the sticking door so that it opens and closes freely.

TOOLS AND EQUIPMENT

Oil
Screw driver
File

20. TASK: Free window from sash

125) PERFORMANCE OBJECTIVE

Given a sticking window, free the window from sash. Window must rise and shut with hand/wrist action only.

TOOLS AND EQUIPMENT

Chisel
Putty Knife
Hammer
Oil

21. TASK: Glaze windows

126) PERFORMANCE OBJECTIVE

Given a window sash with one or more panes broken, glaze window, removing broken glass and put in replacement pane, meeting the following measures. Window pane must not rattle when pushed on gently. Putty must form 40-50$^{o}$ angle between glass and outside edge of frame.

TOOLS AND EQUIPMENT

Rag
Putty knife
Pliers

22. TASK: Replace faucet components

127) PERFORMANCE OBJECTIVE

Given a leaking faucet, replace faucet components according to the following criterion. Handles must point at equal angles when in off position. Water must flow and cease to flow in steady even rhythm. Water must not drip from faucet. There must be no leaks around component parts.

TOOLS AND EQUIPMENT

Screw driver
Vaseline
Washers

23. **TASK:** Replace floor tile

128) PERFORMANCE OBJECTIVE

Given a section of tile floor in need of replacing, replace the damaged floor tile. There must be no mastic "bleeding" through joints. New tile (except for faded color) must match old tile in thickness, width, length, and color.

TOOLS AND EQUIPMENT

Vacuum
Chisel

24. **TASK:** Replace burned-out light bulbs or fluorescent bulb/tube

129) PERFORMANCE OBJECTIVE

Given burned-out light bulbs, new light bulbs of correct wattage, tools, and supplies, insert new light bulb and return fixtures. Bulb and fixture should be secure and should burn. Light must turn on and off with switch.

TOOLS AND EQUIPMENT

Light bulbs
Floor covering
Ladder
Soft dry cloth

25. **TASK:** Replace light switches

130) PERFORMANCE OBJECTIVE

Given a defective light switch and proper tools and equipment, replace the light switch. New switch must work.

TOOLS AND EQUIPMENT

Screw driver
New switch

26. **TASK:** Spot paint

131) PERFORMANCE OBJECTIVE

Given a soiled spot on a painted surface, spot paint it, meeting the following standards. There must be no runs in painted surface. Spot must be feathered into old paint so that there is no noticeable division.

TOOLS AND EQUIPMENT

Paint scraper
Steel wool
Paint
Brush
Cloth
Rags

27. **TASK:** Tighten loose furniture components

132) PERFORMANCE OBJECTIVE

Given a piece of furniture having loose components and the tools and equipment, tighten loose furniture components. Repaired furniture must be firm; it cannot wobble. There can be no measurable space in joints. There can be no substance protruding from joints.

TOOLS AND EQUIPMENT

Plastic wood/shims
Drill
Glue
Saw
Screw driver
Clean cloth

28. **TASK:** Unclog drains/grease traps

133) PERFORMANCE OBJECTIVE

Given a clogged drain, unclog the drain, adhering to the following standards. Water must flow unobstructed through the system. Components of trap must be reassembled and must not leak.

TOOLS AND EQUIPMENT

Drain cleaner
Cloths

29. **TASK:** Perform preventative and regularly scheduled maintenance on all tools and equipment

134) PERFORMANCE OBJECTIVE

Given appropriate manuals, tools, maintenance standards, and training, perform preventative and regularly scheduled maintenance on all tools and equipment in an efficient, safe, and proper manner.

TOOLS AND EQUIPMENT

Tire jack

30. TASK: Water plants

135) PERFORMANCE OBJECTIVE

Given plants, tools and supplies, water the plants. Plants must be watered following the recommended instructions that came with the plant or a reliable plant care book.

TOOLS AND EQUIPMENT

Water
Watering Container

31. TASK: Fill gas tanks

136) PERFORMANCE OBJECTIVE

Provided cloth, flashlight, fuel, fill gas tanks. Fuel must be at the full marker and cap securely replaced.

TOOLS AND EQUIPMENT

Clean cloth
Flashlight
Fuel

32. TASK: Service vehicles

137) PERFORMANCE OBJECTIVE

Given motorized vehicles, wrenches, auto took kit, and oil, check safety of vehicles and service vehicles according to vehicle manufacturer and company policy and standards.

TOOLS AND EQUIPMENT

Vehicle manufacturer's manuals
Auto tool kits
Oil/oil filters
Fan belts

33. TASK: Align block bearings, drive shafts, pumps, and motors

138) PERFORMANCE OBJECTIVE

Given pump and motor, block bearing, coupling, wrenches, feelers or thickness gauge and straight edge, align block bearings, drive shafts, pumps, and motors. Coupling faces must be parallel. When measured at $90^{o}$ intervals, coupling edges must be straight.

TOOLS AND EQUIPMENT

Pump
Motor
Block bearing
Coupling
Wrenches
Feelers or thickness gauge
Straight edge

34. TASK: Change charts, ink levels, and points of recorders

139) PERFORMANCE OBJECTIVE

Given circular chart recorder, new chart, ink supply, new pen point, eye dropper, key and paper towels, change charts, ink level, and points of recorders. Instrument must record with smooth, even flow of ink.

TOOLS AND EQUIPMENT

Circular chart recorder
New chart
Ink supply
New pen point
Eye dropper
Key
Paper towels

35. TASK: Change oil in motors and pumps

140) PERFORMANCE OBJECTIVE

Given pump or motor, manufacturer's specifications, new oil, funnel, flexible hose, wrenches, waste container, clean rags, oil spout/can opener, maintenance log, and screw driver, change oil in motors and pumps. All old oil must be removed or emptied. New oil must be added to levels of specifications. Area surrounding oiled machinery must be wiped clean and show no evidence of leakage.

TOOLS AND EQUIPMENT

Manufacturer's specifications
Oil
Funnel
Flexible hose
Waste container
Clean rags
Oil spout/can opener
Maintenance log
Screw driver

36. TASK: Grease fittings on equipment

141) PERFORMANCE OBJECTIVE

Given grease gun, grease, manufacturer's specifications, clean dry rag, maintenance log, grease fittings on equipment. Grease must be applied according to manufacturer's specifications. Grease will appear between fittings and fixtures. Excess grease will be removed where it has seeped through fittings.

TOOLS AND EQUIPMENT

Grease gun
Grease
Manufacturer's specifications
Clean dry rag
Maintenance log

37. TASK: Repack valves

142) PERFORMANCE OBJECTIVE

Given valve, packing puller, packing, packing tamper, wrenches, hammer, oil, sandpaper, and sharp knife, repack valve. Leakage will be stopped and packing gland will not be tight.

TOOLS AND EQUIPMENT

Packing puller
Packer
Packing tamper
Wrenches
Hammer
Oil
Sandpaper
Sharp knife

38. TASK: Repack pumps

143) PERFORMANCE OBJECTIVE

Given pump, packing, packing puller, tamper, wrenches, hammer, oil, lantern ring extractor, sandpaper, and knife, repack pumps. Stuffing box leakage must be adjustable to a drip. Packing glands must be snug but not hard-tight.

TOOLS AND EQUIPMENT

Packing
Tamper
Hammer
Lantern ring extractor
Knife
Packing puller
Wrenches
Oil
Sandpaper

39. TASK: Replace broken parts on bar screens

144) PERFORMANCE OBJECTIVE

Given bar screen with broken bars, new bars, acetylene torch, welding machine and shield, wrenches, hot dip galvanized bolts, overhead hoist, wire brush, paint brush, chipping hammer, protective coating, metal bar screen, and tinted goggles, replace broken parts on bar screens. All broken and deteriorated bars must be replaced; welded joints must be secure. All repaired joints must be cleaned, brushed, and painted.

TOOLS AND EQUIPMENT

New bars
Welding machine
Wrenches
Overhead hoist
Paint brush
Protective coating
Tinted goggles
Acetylene torch
Shield
Hot dip galvanized bolts
Wire brush
Chipping hammer
Metal bar screen

40. TASK: Replace broken valves

145) PERFORMANCE OBJECTIVE

Given valve, gaskets, bolts and nuts, wrenches, scraper, wire brush, wooden blocks, chain, wedge, hammer, and hoist, replace broken valves. When pressure is restored to line, there must be no leakage.

TOOLS AND EQUIPMENT

Valve
Bolts
Wrenches
Wire brush
Chain
Hammer
Gaskets
Nuts
Scraper
Wooden blocks
Wedge
Hoist

41. TASK: Replace broken diffuser plates and tubes

146) PERFORMANCE OBJECTIVE

Given aeration unit with broken plates/tubes, replacement plates/tubes, valve wrench, pipe wrench, pump with suction/discharge hose, ladder, acetylene torch, and safety goggles, replace broken diffuser plates and tubes. All broken or loose plates must be removed; replaced plates and tubes must be secure.

TOOLS AND EQUIPMENT

Plates/tubes
Valve wrench
Pipe wrench
Pump with suction/discharge hose
Ladder
Acetylene torch
Safety goggles

42. TASK: Replace broken underground parts

147) PERFORMANCE OBJECTIVE

Given back hoe, pump, telephone, wrenches, pipe, fittings, maintenance log, record drawings, hammer, chain, block, pipe cutter, and dry chlorine, replace broken underground pipes. Pipe replacement and fittings will not leak.

TOOLS AND EQUIPMENT

Back hoe
Telephone
Pipe
Maintenance log
Hammer
Block
Dry chlorine
Pumps
Wrenches
Fittings
Record drawings
Chain
Pipe cutter

43. TASK: Replace broken shoes on grit removal equipment

148) PERFORMANCE OBJECTIVE

Given new shoe pads, grit removal unit with broken shoes, new shoe housing and brackets, hammer, acetylene torch, three pound sledge, pliers, drift pen punch, chain and binder, cable power puller and safety goggles, replace broken shoes on grit removal equipment. All broken shoes must be removed; new shoes must be installed. New shoes must be secure and not loose.

TOOLS AND EQUIPMENT

Shoe pads
Brackets
Acetylene torch
Pliers
Chain and binder
Safety goggles
New shoe housing
Hammer
Three pound sledge
Drift pen punch
Cable power puller

44. TASK: Inspect grounds and landscape areas (i.e., turf areas, ball-fields and play-fields, parking areas, formal gardens and bedding areas, median strips, memorials and cemeteries, beaches and shorelines, etc.) for necessary mowing, edging, trimming and raking, seeding and reseeding, fertilizing, pruning, spraying, cleaning and litter pickup, etc.

149) PERFORMANCE OBJECTIVE

Given appropriate training, standards, tools and equipment, and a process, inspect grounds and landscaped areas for necessary maintenance in a safe and efficient manner.

TOOLS AND EQUIPMENT

Paper
Pencil/pen

## H. DUTY: PERFORMING PERSONNEL DUTIES

1. TASK: Demonstrate use of equipment

150) PERFORMANCE OBJECTIVE

Given supplies, equipment and operating instructions, demonstrate use of equipment. Demonstration must instruct the employee in use of equipment so that employee can operate equipment in accordance with manufacturer's and establishment procedures.

TOOLS AND EQUIPMENT

Equipment to be demonstrated
Operating instructions

2. TASK: Formulate employees rules and regulations

151) PERFORMANCE OBJECTIVE

Given a list of topics to be addressed, formulate employee rules and regulations. Rules and regulations must provide accurate policy information to the employee.

TOOLS AND EQUIPMENT

List of topics to be addressed

3. TASK: Schedule work assignments

152) PERFORMANCE OBJECTIVE

Given a list of tasks and a list of employees, schedule work assignments. Assignments must be made so that all priority work is clearly established and communicated, and is evenly distributed among employees and reflect individual competencies.

TOOLS AND EQUIPMENT

Employee roster
Assignment list

4. TASK: Orient newly hired personnel/volunteers

153) PERFORMANCE OBJECTIVE

Given new employee, menus, tools, access to kitchen, and rules and specifications of the establishment, train employee. After having explained all rules, requirements and specifications of the job, and allowing sufficient time to demonstrate procedures and answer questions as necessary, the employee must demonstrate that he/she can carry out assigned duties.

TOOLS AND EQUIPMENT

Menus
Tools
Rules/specifications

5. TASK: Recruit/interview personnel/volunteers

154) PERFORMANCE OBJECTIVE

Given an employee application and pen, interview a prospective employee. Interview questions must be performance oriented and within company/legal guidelines.

TOOLS AND EQUIPMENT

Employee applications
Pen
List of interview questions

6. TASK: Conduct employee training

155) PERFORMANCE OBJECTIVE

Given employees, a person responsible for training who is knowledgeable about business objectives and health department sanitation requirements and room/materials, conduct employee training. Training must be conducted which meets training objectives of business and which is consistent with health department sanitation and regulations.

TOOLS AND EQUIPMENT

Company policies
Overhead projector
Audiovisuals
Paper
Pen
Flipchart
Blackboard

7. TASK: Develop employee training plans

156) PERFORMANCE OBJECTIVE

Given job descriptions and personnel list, tools and equipment, develop employee training plan, regardless of grade or skill. It should be in two parts, general and specific. The plan must include an analysis of needs for each employee, orientation, inservice, and continuing education to meet the identified needs according to company policy/procedures.

TOOLS AND EQUIPMENT

Company policy/procedures
Job description
Time and attendance records
Property management reference/text
Lists of property management; i.e., courses, seminars, brochures, and books
Personnel file
Work performance records
Past records of inservice
Staff list

8. TASK: Conduct employee performance evaluations

157) PERFORMANCE OBJECTIVE

Given an employee's personnel file and a job description manual, conduct an employee performance evaluation. Evaluation must be conducted objectively and according to company policies.

TOOLS AND EQUIPMENT

Employee's personnel file
Job description manual
Pen/pencil
Paper

9. TASK: Discharge employees

158) PERFORMANCE OBJECTIVE

Given an employee needing dismissal because of (a) unsatisfactory performance of duties or (b) situation that no longer requires an employee, job description manual, guidelines for employee dismissal, local, state, or federal laws, and union contracts and requirements, discharge employees. All employees requiring termination must be dismissed following dismissal guidelines.

TOOLS AND EQUIPMENT

Job description
Paper
Pen
Personnel policies
Union contract

10. TASK: Record/verify employee hours

159) PERFORMANCE OBJECTIVE

Given employees, their time, and attendance reports, tools and equipment, record/verify employee hours. The report must be evaluated and all errors reconciled in accordance with company policy/procedures.

TOOLS AND EQUIPMENT

Company policy/procedures
Time and attendance form reference
Personnel files
Work schedules
Responsibility file
Salary and benefit schedule
Performance objectives
Property management reference/text

11. TASK: Supervise personnel/volunteers

160) PERFORMANCE OBJECTIVE

Given a list of employees and their areas of capabilities, tools and equipment, supervise employees. The assignments must be based on employee capabilities, company functions and goals, and must accomplish work schedules in accordance with company policy/procedures.

TOOLS AND EQUIPMENT

Company policy/procedures
Company organizational chart
Personnel files
Work schedules
Company functions and goals
Property management reference/text
Performance goals
Employee list

12. TASK: Write a job description

161) PERFORMANCE OBJECTIVE

Given duties to be performed and other required information, write a job description. Qualifications, degrees, credentials, certificates, or special training required of worker, duties to be performed, typical tasks associated with each duty, level of performance expected, and any physiological, psychological or environmental constraints associated with job must be described.

TOOLS AND EQUIPMENT

Job classification
List of duties
Paper
Pencil
Computer terminal

13. **TASK:** Prepare employee work schedules/assign duties

162) PERFORMANCE OBJECTIVE

Given specifications of work to be accomplished, deadlines, tools and equipment, prepare employee work schedules and assign duties. The work schedules must accommodate staff capabilities and accomplish the specified work in time according to company policy/procedures.

TOOLS AND EQUIPMENT

List of contracted services
Company policy/procedures
List of staff available
Personnel files
Job descriptions
Company priorities

14. **TASK:** Plan physical layout of office

163) PERFORMANCE OBJECTIVE

Given dimensions and physical features of an office, list of employees, list of furniture and equipment required, general traffic patterns, and anticipated work flow, plan physical layout of office.

TOOLS AND EQUIPMENT

Dimensions and physical features of an office
List of employees
List of furniture and equipment required
General traffic patterns
Anticipated work flow
Paper
Pencil
Blueprints
Ruler

15. TASK: Update office manual or instruction book for employees/volunteers

164) PERFORMANCE OBJECTIVE

Given office manual or employee instruction book, amendments, recommended changes and/or additions, update office manual or instruction book for employees/volunteers. Manual must incorporate latest revisions.

TOOLS AND EQUIPMENT

Office manual or employee instruction book
Amendments to company directives and policies
Recommended change and/or additions

16. TASK: Provide employees/volunteers with support materials

165) PERFORMANCE OBJECTIVE

Given personnel manual, procedures manual, travel brochures, schedules, directories, applicable forms, pencil, pen, provide employees/volunteers with support materials so that employees/volunteers have all information and materials to carry out duties and tasks of their position.

TOOLS AND EQUIPMENT

Personnel manual
Procedures manual
Computer terminal
Brochures
Schedules
Directories
Forms
Paper
Pencil
Office supplies

17. TASK: Develop employee/volunteer communication programs and skills

166) PERFORMANCE OBJECTIVE

Given employees/volunteers, a person responsible for training who is knowledgeable about business objectives and communication skills and room/materials, develop employee communication programs and skills. Training must be conducted which meets training objectives of business and which is consistent with communication needs of company.

TOOLS AND EQUIPMENT

Company policies
Overhead projector
Audiovisual
Paper
Pen
Flipchart
Blackboard

18. TASK: Compute employee time worked for payroll

167) PERFORMANCE OBJECTIVE

Given pencil, payroll books, time cards, and calculator, compute employee time worked for payroll in payroll books. Computed employee time worked will be 100 percent accurate and measure hours in quarter-hours worked.

TOOLS AND EQUIPMENT

Pencil
Payroll books
Time cards
Calculator
Computer terminal

## I. DUTY: PERFORMING MANAGERIAL DUTIES

### 1. TASK: Write business letters

168) PERFORMANCE OBJECTIVE

Given specified content information, write business letters. Correspondence must be free from confusion, easily understood and without ambiguity, brief in form, and in compliance with office style.

TOOLS AND EQUIPMENT

Typewriter
Paper
Pen/pencil
Company format/policy

### 2. TASK: Control operations

169) PERFORMANCE OBJECTIVE

Given company policies, operating budget and staff list plan, control operations. Operation must run efficiently and smoothly according to company policies.

TOOLS AND EQUIPMENT

Paper
Pen/pencil
Staffing list
Company policies

### 3. TASK: Follow credit policies/procedures

170) PERFORMANCE OBJECTIVE

Given credit capability, a need to establish credit policy, tools and equipment, follow credit policies/procedures. Established policies must meet the needs of the company, minimize loss, and ensure adequate case flow in order to remain profitable within the margins established by the company.

TOOLS AND EQUIPMENT

Aging reports
Journals
Ledgers
Financial reports
Company policy handbook

4. **TASK:** Develop/implement operating policies/procedures

171) PERFORMANCE OBJECTIVE

Given specifications of property being operated, tools and equipment, develop/implement operating policies/procedures. The manual must contain policies and procedures to guide the operation of all company functions in managing the specified properties in accordance with governmental regulations and corporate goal/philosophy.

TOOLS AND EQUIPMENT

Company functions/activities
Sample forms
Governmental regulations
Job descriptions
Company organizational chart/staffing patterns
Sample property management policies/procedures

5. **TASK:** Write periodic reports (i.e., monthly, mid-year, end of year, etc.)

172) PERFORMANCE OBJECTIVE

Given relevant content information, report format and guidelines, write a periodic report. The report must contain all requested data, be formatted in accordance with guidelines and conform to standard rules of grammar and spelling. The report must be approved and accepted according to organization/company policy/procedures.

TOOLS AND EQUIPMENT

Paper
Pencil/pen
Computer terminal (word processor)
Information
Report format guidelines

6. **TASK:** Attend professional trade shows

173) PERFORMANCE OBJECTIVE

Given scheduled trade show and financial support, attend professional trade show according to organization's guidelines.

TOOLS AND EQUIPMENT

None

7. TASK: Develop agendas for board meetings

174) PERFORMANCE OBJECTIVE

Given scheduled board meeting, paper, timelines, pen, computer terminal, and list of topics, develop agendas for board meetings. Topics are scheduled within time frame of meeting, clearly stated, and adequate time is allotted for each topic.

TOOLS AND EQUIPMENT

Paper
Pen/pencil
Computer terminal
List of topics
Schedule

8. TASK: Maintain tickler file

175) PERFORMANCE OBJECTIVE

Given materials/information to be retrieved/filed, tools and equipment, maintain tickler file. Materials/information to be retrieved/filed from a tickler filing system must be completed in accordance with organization/facility policy/procedures.

TOOLS AND EQUIPMENT

File folders
Labels
Colored file flags
File dividers
Index cards
File cabinet
Typewriter
Word processor
Pen/pencil
Record sheet
Stamp
Paper clips
Staple remover

9. TASK: Evaluate programs

176) PERFORMANCE OBJECTIVE

Given program data, organization goals, activity records, and cost data, evaluate programs. A report is written which demonstrates progress according to organization guidelines.

TOOLS AND EQUIPMENT

Program data
Computer terminal
Activity records
Budget
Expense report
Paper
Pencil
Organization goals
Calculator

10. TASK: Prepare performance report

177) PERFORMANCE OBJECTIVE

Given record of activities, accomplishments and pre-specified data, prepare performance report according to organization's guidelines and predetermined format. Report is accurate and grammatically correct.

TOOLS AND EQUIPMENT

Record of activities
Record of accomplishments
Data
Pencil
Paper
Word processor

11. TASK: Attend Board of Directors Meetings

178) PERFORMANCE OBJECTIVE

Given scheduled board meeting, attend board meeting maintaining a professional image and speaking clearly.

TOOLS AND EQUIPMENT

None

12. TASK: Act as liaison with local merchants/groups

179) PERFORMANCE OBJECTIVE

Given a retail situation, local merchants and business groups act as a liaison with local merchants/groups. Regular two-way communication is conducted according to company policy.

TOOLS AND EQUIPMENT

13. **TASK:** Maintain inventory

180) PERFORMANCE OBJECTIVE

Given supplies, pen, and inventory control sheet, take inventory. All supplies on hand must be accurately counted and legibly recorded.

TOOLS AND EQUIPMENT

Supplies
Pen
Inventory sheets
Computer terminal
Calculator

14. **TASK:** Order supplies (nonfood and kitchen)

181) PERFORMANCE OBJECTIVE

Given stocked items, and list of future needs, historical record, order supplies. List of supplies to be ordered must be complete and consistent with the list of needed products. Supplies must be ordered so that all items are in stock when needed.

TOOLS AND EQUIPMENT

Stock items
Customer's orders
Computer terminals
Price lists

15. **TASK:** Verify invoices/receipt of ordered supplies

182) PERFORMANCE OBJECTIVE

Given an invoice and delivered items, verify invoices. Invoices must correspond with delivered items or errors must be noted and corrected.

TOOLS AND EQUIPMENT

Delivered items
Invoice

16. **TASK:** Issue supplies

183) PERFORMANCE OBJECTIVE

Using appropriate forms to maintain inventory records, issue supplies. All transactions must be recorded immediately and accurately.

TOOLS AND EQUIPMENT

Inventory forms
Calculator
Pen
Computer terminal

17. TASK: Open establishment

184) PERFORMANCE OBJECTIVE

Given company procedures, authorization, cash register, safe and keys, open establishment using correct procedures.

TOOLS AND EQUIPMENT

Procedures manual
Key
Safe
Cash register

18. TASK: Close establishment

185) PERFORMANCE OBJECTIVE

Given establishment's procedures, authorization, adding machine, cash drawer, and safe, close establishment following correct procedure and leaving no one alone at any time.

TOOLS AND EQUIPMENT

Key
Procedures manual
Cash
Credit slips
Checks
Adding machine
Cash register
Safe
Envelopes

## J. DUTY: PERFORMING FISCAL MANAGERIAL DUTIES

1. TASK: Compute prices

186) PERFORMANCE OBJECTIVE

Given an item to be priced, a cost of materials list, and competitor's prices, compute prices. Prices must cover costs and include a profit margin which does not price the product out of competition.

TOOLS AND EQUIPMENT

Bookkeeping records
Competitor's price list
Price list of items
Calculator
Computer

2. TASK: Cost-out items

187) PERFORMANCE OBJECTIVE

Using current food costs, standardized recipes and mark up formulas, cost-out items to determine menu or selling prices, maximizing profit for establishment.

TOOLS AND EQUIPMENT

Food price list
Inventory/ordering data
Recipes

3. TASK: Develop operational budgets

188) PERFORMANCE OBJECTIVE

Given records of past sales by designated fiscal periods (annual) knowledge of management techniques and awareness of financial factors affecting business (labor and overhead costs) establish operating budget. An operating budget (sales, labor, and overhead) must be established based upon analysis of previous costs and present situation that can be used for comparison with actual costs and projections.

TOOLS AND EQUIPMENT

Sales records
Facility maps
Computer terminal
Calculator
Pencil
Pen
Budget sheets
Paper

4. **TASK:** Prepare business forecast

189) PERFORMANCE OBJECTIVE

Given local demographic and industry wide data, tools and equipment, and price/cost list, prepare business forecast. Calculations must be correct and forecast must be in line with other similar providers.

TOOLS AND EQUIPMENT

Calculator
Inventory costs
Computer terminal
Pen/pencil
Local demographic data
Price listing
Paper
Local industry data

5. **TASK:** Calculate profitability of facilities/services

190) PERFORMANCE OBJECTIVE

Given an auditor's daily revenue report, summary of expenses report, summary of petty cash report, completed payroll, pencil, calculator, property headquarters' monthly profit and loss statement (a "profit and loss statement"), and a blank "P and L" statement form, accurately complete a property profit and loss income statement. Local property profit and loss statement should equal property headquarters' profit and loss statement.

TOOLS AND EQUIPMENT

Calculator
Paper
Pencil/pen
Computer terminal
Auditor's daily revenue report
Summary of expense report
Summary of petty cash report
Completed payroll
Property headquarter's monthly P & I statement
Blank profit and loss statement forms

6. **TASK:** Prepare bank deposits

191) PERFORMANCE OBJECTIVE

Given daily receipts of cash and checks, prepare bank deposits on a daily or weekly basis as necessary. Develop and maintain continuous record of deposits.

TOOLS AND EQUIPMENT

Company forms
Bank forms
Pencil
Pen
Calculator
Computer terminal

7. **TASK:** Prepare statistical reports

192) PERFORMANCE OBJECTIVE

Given fiscal policies/procedures, daily log reports, records management books, and a calculator, prepare statistical reports. Statistical reports must contain: total number of records and data according to company policy and format.

TOOLS AND EQUIPMENT

Paper
Pencil
Calculator
Data
Computer terminal

8. **TASK:** Maintain cash flow programs

193) PERFORMANCE OBJECTIVE

Given past cash flow information, needs assessment, computer, calculator, and company format, maintain cash flow program according to organizations guidelines.

TOOLS AND EQUIPMENT

Cash flow records
Organizational policies and procedures
Program needs assessment
Computer terminal
Calculator

9. **TASK:** Maintain operational budget system

194) PERFORMANCE OBJECTIVE

Given an operating budget, a computer, program needs assessments, and calculator, budget system, setting project income and expense goals sufficient to conduct business to meet company goals and policies.

TOOLS AND EQUIPMENT

Operating budget
Computer terminal
Program needs
Calculator
Paper
Pencil

10. TASK: Maintain standard accounting program

195) PERFORMANCE OBJECTIVE

Given computer, calculator, organization policies and procedures, the need to establish a true measurement of financial affairs, maintain an accounting program which includes record keeping of all revenue and expenses, and ability to prepare statistical report. This program will vary depending upon level of business demand and expertise.

TOOLS AND EQUIPMENT

Computer
Calculator
Organization's policies and procedures
Pencil
Paper
Accounting program/procedures

11. TASK: Reconcile monthly bank accounts

196) PERFORMANCE OBJECTIVE

Given the need to maintain appropriate records of financial affairs, monthly bank statement, all cancelled checks, plus record of deposits made to, reconcile monthly bank accounts. Status of accounts is established and statements are accurate.

TOOLS AND EQUIPMENT

Calculator
Pencil
Paper
Computer terminal
Monthly bank statements
Cancelled checks
Check record
Deposit record

12. TASK: Determine optimum process for reproducing printed materials

197) PERFORMANCE OBJECTIVE

Given materials to be reproduced, current cost-per-copy figures for each graphic reproduction process available, number of copies desired and date copies are needed, determine optimum process for the reproduction of printed materials. Decision must provide for desired number of copies being made available within allotted time at least expense.

TOOLS AND EQUIPMENT

Materials to be reproduced
Current cost-per-copy figures for each graphic reproduction process available
Number of copies desired
Date copies are needed

13. TASK: Prepare budgets

198) PERFORMANCE OBJECTIVE

Given records of past sales/activities by designated fiscal periods (annual) knowledge of management techniques and awareness of financial factors affecting business (labor and overhead costs), prepare budget. An operating budget (sales, labor, and overhead) must be established based upon analysis of previous costs and present situation that can be used for comparison with actual costs and projections.

TOOLS AND EQUIPMENT

Sales records
Facility maps
Computer terminal
Calculator
Pencil
Pen
Budget sheets
Paper

14. TASK: Prepare statements for mailing

199) PERFORMANCE OBJECTIVE

Given completed client/customer records and corresponding account sheets and a supply of statements, prepare a statement for each client whose name appears on the client records. All necessary information should appear without error in the appropriate spaces.

TOOLS AND EQUIPMENT

Client/customer records
Accounts sheets
Statements
Typewriter
Pen
Envelopes

15. **TASK:** Audit daily business

200) PERFORMANCE OBJECTIVE

Given cash register readings and cash summary report, audit daily business. The cash summary report must be verified, approved, and all discrepancies must be reconciled.

TOOLS AND EQUIPMENT

Cash register readings
Cash summary report
Pen
Pencil
Computer terminal
Calculator

16. **TASK:** Prepare financial reports

201) PERFORMANCE OBJECTIVE

Given computer terminal, budget, calculator, pencil, paper, revenue reports, expense report, prepare financial reports providing accurate presentation of financial status.

TOOLS AND EQUIPMENT

Computer terminal
Budget
Calculator
Pencil
Paper
Revenue reports
Expense reports

17. **TASK:** Track budget expenditures

202) PERFORMANCE OBJECTIVE

Given a budget tracking system, monitor budget expenditures according to company/agency guidelines/policy.

TOOLS AND EQUIPMENT

Budget sheets
Computer terminal
Paper
Pencil/pen
Company/agency budget

18. TASK: Perform bookkeeping

203) PERFORMANCE OBJECTIVE

Given financial records, receipts, accounts receivables, accounts payable, perform bookkeeping activities. All entries must be entered accurately and within company policy and timelines.

TOOLS AND EQUIPMENT

Calculator
Records of financial activities
Paper
Pencil/pen
Ledger sheets
Company policies
Computer terminal

19. TASK: Reconcile billing errors

204) PERFORMANCE OBJECTIVE

Given an incorrect bill and listing of charges, reconcile billing errors accounting to company guidelines. All errors must be corrected and new records filed.

TOOLS AND EQUIPMENT

Calculator
Pen/pencil
Paper
Bill
Computer terminal

20. TASK: Identify specific program needs for budgetary purposes

205) PERFORMANCE OBJECTIVE

Given overall program goals to describe (list) labor, materials/supplies, contract services and capital needed to implement the program according to company/agency guidelines/policy.

TOOLS AND EQUIPMENT

Paper
Pencil/pen
Company/agency program goals
Company/agency contracting policies
Telephone
Product catalogs

21. **TASK:** Collect overdue accounts

206) PERFORMANCE OBJECTIVE

Given outstanding accounts, tools and equipment, collect overdue accounts. All accounts must be cleared according to company guidelines and timelines.

TOOLS AND EQUIPMENT

Outstanding accounts
Telephone
Pen
Stamps
Calculator
Billing forms
Typewriter
Envelopes
Company policy/procedures

22. **TASK:** Compile/write operating reports

207) PERFORMANCE OBJECTIVE

Given data collected from various service departments, compile/write operating reports. Reports must include all items, be accurate, and be accepted by supervisor.

TOOLS AND EQUIPMENT

Data
Typewriter
Computer terminal
Pencil/pen
Calculator
Paper
Ruler

23. **TASK:** Make bank deposits

208) PERFORMANCE OBJECTIVE

Provided an adding machine, pen, deposit slip book, money tray holders, keys to deposit drop, and "For Deposit" stamp, make a bank deposit. Deposit must be legible, accompanied by adding machine tape, and total of deposits equals total of receipts.

TOOLS AND EQUIPMENT

Adding machine
Pen
Deposit slip book
Money tray holders
Keys to deposit drop
"For Deposit" stamp
Computer terminal

24. **TASK:** Complete excessive charges report

209) PERFORMANCE OBJECTIVE

Given a pencil, paper, tray (or bucket) ledger, and the "credit amount allowable on accounts" (as established by individual properties), complete an excessive charges report. Report list must be legible and accurate.

TOOLS AND EQUIPMENT

Pencil
Paper
Tray (or bucket) ledger

25. **TASK:** Compute average dollar-amount spent by guest

210) PERFORMANCE OBJECTIVE

Given paper, pencil, machine (posting machine) totals, and calculator, compute a "guest average dollar-amount spent." Figures computed must be accurate to two decimal places.

TOOLS AND EQUIPMENT

Paper
Pencil
Machine (posting machine) totals
Calculator
Computer terminal

# TASK INVENTORY FOR SPECIFIC SKILLS

## FOOD/BEVERAGE WORK

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| K | | PERFORMING SAFETY/SECURITY AND SANITATION DUTIES | |
| | 1. | Clean coffee maker | 211 |
| | 2. | Clean and replenish condiment table | 212 |
| | 3. | Clean creamer and sugar containers | 213 |
| | 4. | Clean dishwasher | 214 |
| | 5. | Clean glass shelving | 215 |
| | 6. | Clean ice machine | 216 |
| | 7. | Clean up accidents of spilled and broken crockery from floor | 217 |
| | 8. | Clear table | 218 |
| | 9. | Dust furniture | 219 |
| L | | PERFORMING ARRANGEMENT DUTIES | |
| | 1. | Arrange table decor | 220 |
| | 2. | Assemble breakfast supplies | 221 |
| | 3. | Change a cloth during service with accessories on the table | 222 |
| | 4. | Change setting without baring the table | 223 |
| | 5. | Make coffee in urn | 224 |
| | 6. | Make coffee vacuum method | 225 |
| | 7. | Make coffee in a pot | 226 |
| | 8. | Make coffee the filter method | 227 |
| | 9. | Prepare butter/margarine for serving | 228 |
| | 10. | Prepare cold service table | 229 |
| | 11. | Prepare vegetables for making salad | 230 |
| | 12. | Set table for full service meal | 231 |
| | 13. | Set up steam table for service | 232 |
| | 14. | Set up self service foodlines | 233 |
| M | | PREPARING BREADS, YEAST DOUGH PRODUCTS, AND BREAKFAST BATTERS | |
| | 1. | Prepare yeast breads | 234 |
| | 2. | Prepare yeast rolls | 235 |
| | 3. | Prepare chemically-leavened bread | 236 |
| | 4. | Prepare sweet dough varieties | 237 |
| | 5. | Prepare muffins | 238 |
| | 6. | Prepare Danish | 239 |
| | 7. | Prepare cinnamon buns | 240 |
| | 8. | Prepare biscuits | 241 |

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| N | | PREPARING CAKES | |
| | 1. | Prepare batter-type cake | 242 |
| | 2. | Prepare foam type cakes | 243 |
| | 3. | Prepare cheesecakes | 244 |
| O | | PREPARING PASTRIES | |
| | 1. | Prepare puff pastry | 245 |
| | 2. | Prepare rolled pie shell | 246 |
| | 3. | Prepare pressed pie shell | 247 |
| | 4. | Prepare fruit filling | 248 |
| | 5. | Prepare cream/custard filling | 249 |
| | 6. | Prepare chiffon filling | 250 |
| | 7. | Prepare meringue | 251 |
| | 8. | Prepare whipped topping | 252 |
| | 9. | Prepare eclair paste (pathe a choux) products | 253 |
| | 10. | Prepare strudel | 254 |
| P | | PREPARING FRUIT DESSERTS | |
| | 1. | Prepare cold fresh fruit desserts | 255 |
| | 2. | Prepare baked fruits | 256 |
| | 3. | Prepare stewed fruits | 257 |
| | 4. | Prepare cobbler(s) | 258 |
| Q | | PREPARING SPECIALTY DESSERTS | |
| | 1. | Prepare gelatin dessert | 259 |
| | 2. | Prepare flavored ice | 260 |
| | 3. | Prepare ice cream and sherbet | 261 |
| | 4. | Prepare parfait(s) | 262 |
| | 5. | Prepare mousse | 263 |
| | 6. | Prepare bombe | 264 |
| | 7. | Prepare melba | 265 |
| | 8. | Prepare baked Alaska | 266 |
| | 9. | Prepare souffle | 267 |
| R | | PREPARING CONFECTIONS | |
| | 1. | Prepare glaze | 268 |
| | 2. | Prepare cooked icing | 269 |
| | 3. | Prepare fondant icing | 270 |
| | 4. | Prepare royal icing | 271 |
| | 5. | Prepare buttercream icing | 272 |
| | 6. | Ice cake | 273 |

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| | 7. | Prepare marzipan | 274 |
| | 8. | Prepare mints | 275 |
| | 9. | Prepare pulled sugar work | 276 |
| | 10. | Prepare gum paste (pastillage) | 277 |
| | 11. | Decorate specialty cakes | 278 |
| S | | PREPARING SALADS AND COLD ITEMS | |
| | 1. | Make/assemble seafood cocktails | 279 |
| | 2. | Make fruit salads | 280 |
| | 3. | Make vegetable salads | 281 |
| | 4. | Make congealed salads | 282 |
| | 5. | Make salads from meat, seafood, or fowl | 283 |
| | 6. | Make vegetable relishes | 284 |
| | 7. | Prepare salad dressings | 285 |
| T | | PREPARING AND COOKING FRUITS, VEGETABLES, AND STARCHES | |
| | 1. | Boil (stew) fruits | 286 |
| | 2. | Boil vegetables | 287 |
| | 3. | Prepare pastas and rice | 288 |
| | 4. | Steam vegetables | 289 |
| | 5. | Fry vegetables | 290 |
| | 6. | Saute vegetables | 291 |
| | 7. | Bake fruits/vegetables | 292 |
| | 8. | Braise vegetables | 293 |
| | 9. | Glaze fruits/vegetables | 294 |
| | 10. | Clean/prepare fresh fruits/ vegetables | 295 |
| U | | PREPARING AND COOKING SANDWICHES | |
| | 1. | Slice meats, cheeses, and other items | 296 |
| | 2. | Assemble cold sandwiches | 297 |
| | 3. | Prepare grilled sandwiches | 298 |
| | 4. | Assemble hot sandwiches | 299 |
| V | | PREPARING AND COOKING SOUPS AND SAUCES | |
| | 1. | Prepare stocks: chicken, fish, and beef | 300 |
| | 2. | Prepare clear soups | 301 |
| | 3. | Prepare thick soups (puree) | 302 |
| | 4. | Prepare cream soups | 303 |
| | 5. | Prepare brown sauce and variations | 304 |

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| | 6. | Prepare tomato sauce and variations | 305 |
| | 7. | Prepare hollandaise sauce | 306 |
| | 8. | Prepare white sauce and variations | 307 |
| | 9. | Prepare gravies | 308 |
| | 10. | Prepare light roux | 309 |
| W | | PREPARING AND COOKING BREAKFAST ITEMS | |
| | 1. | Cook cereals (i.e., grits, oatmeal) | 310 |
| | 2. | Poach eggs | 311 |
| | 3. | Fry/grill eggs | 312 |
| | 4. | Soft boil eggs | 313 |
| | 5. | Hard boil eggs | 314 |
| | 6. | Scramble eggs | 315 |
| | 7. | Shirr eggs | 316 |
| | 8. | Prepare pancakes | 317 |
| | 9. | Prepare waffles | 318 |
| | 10. | Prepare French toast | 319 |
| | 11. | Prepare crepes | 320 |
| | 12. | Prepare omelettes | 321 |
| | 13. | Prepare souffles | 322 |
| X | | PREPARING AND COOKING ENTREES | |
| | 1. | Braise/stew meats | 323 |
| | 2. | Braise fowl | 324 |
| | 3. | Broil fish | 325 |
| | 4. | Broil meats | 326 |
| | 5. | Broil fowl | 327 |
| | 6. | Fry fish, meats, and fowl | 328 |
| | 7. | Roast/bake meats | 329 |
| | 8. | Roast/bake fowl | 330 |
| | 9. | Saute meats | 331 |
| | 10. | Bake fish | 332 |
| | 11. | Grill meats | 333 |
| | 12. | Poach fish | 334 |
| | 13. | Stew/simmer fowl | 335 |
| | 14. | Carve meat | 336 |
| | 15. | Carve fowl | 337 |
| | 16. | Clean fish | 338 |
| | 17. | Cut and portion fish | 339 |
| | 18. | Devein shrimp | 340 |
| | 19. | Shuck oysters | 341 |
| | 20. | Bake casseroles | 342 |
| | 21. | Make pizza | 343 |
| | 22. | Make bread stuffing/dressing | 344 |
| | 23. | Bread/batter foods | 345 |

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| Y | | PREPARING MISCELLANEOUS FOOD AND BEVERAGES | |
| | 1. | Prepare cooked puddings | 346 |
| | 2. | Prepare custards | 347 |
| | 3. | Garnish foods | 348 |
| | 4. | Prepare gelatin products | 349 |
| Z | | ORGANIZING AND PLANNING | |
| | 1. | Order food items and kitchen supplies | 350 |
| | 2. | Receive incoming food items and kitchen supplies | 351 |
| | 3. | Schedule food production | 352 |
| | 4. | Season cookware | 353 |
| | 5. | Plan menus | 354 |
| AA | | USING BASIC FOOD SERVICE PROCEDURES | |
| | 1. | Operate equipment | 355 |
| | 2. | Sharpen cutlery | 356 |
| | 3. | Learn cooking terms | 357 |
| | 4. | Convert recipes | 358 |

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## K. DUTY: PERFORMING SAFETY/SECURITY AND SANITATION DUTIES

1. **TASK:** Clean coffee maker

211) PERFORMANCE OBJECTIVE

Given a soiled coffee maker, tools, equipment, and material, clean coffee maker. When coffee maker is rinsed, dried, and wiped with a clean, dry cloth, there can be no smudges on the cloth. Coffee made in the pot must not have residual taste due to contamination from the pot.

TOOLS AND EQUIPMENT

Cleaning substances (urn cleaner) (soda)

2. **TASK:** Clean and replenish condiment table

212) PERFORMANCE OBJECTIVE

After cleaning and drying condiment table, wipe with a dry cloth, leaving no smudges. Restock condiments. When inspected by the sanitarian, must meet (OSHD*) standards.

TOOLS AND EQUIPMENT

Detergent
Brushes
Sponge
Cloths
Disinfectant

3. **TASK:** Clean creamer and sugar containers

213) PERFORMANCE OBJECTIVE

Given used creamer and sugar containers, tools, equipment, and materials, clean creamer and sugar containers. There can be no odors emanating from containers nor caked and dried residues left in bowls, and must be within OSHD specifications.

TOOLS AND EQUIPMENT

Bleach (disinfectant)
Long brush
Detergent

4. **TASK:** Clean dishwasher

214) PERFORMANCE OBJECTIVE

Given the task of cleaning a dishwasher, tools, equipment and materials, thermometer, clean dishwasher. Upon completion there can be no foreign debris left in dishwasher and water temperature must be within OSHD specifications.

TOOLS AND EQUIPMENT

Approved cleaner
Vinegar
Brushes
Cloths
Mild detergent
Thermometer

5. **TASK:** Clean glass shelving

215) PERFORMANCE OBJECTIVE

Given soiled glass shelving, clean glass shelving so the finished surfaces have no streaks, glare, or finger prints.

TOOLS AND EQUIPMENT

Cloth
Spray bottle
Sponge
Cleaning solution

6. **TASK:** Clean ice machine

216) PERFORMANCE OBJECTIVE

Given the task of cleaning an ice machine, tools and equipment, clean the ice machine. When finished, there can be no foreign particles or discoloration left in or on ice machine. There can be no microbial contamination after machine is put back into use.

TOOLS AND EQUIPMENT

Bucket
Brush
Cloth
Detergent
Disinfectant

7. **TASK:** Clean up accidents of spilled and broken crockery from floor

217) PERFORMANCE OBJECTIVE

Given the task of cleaning up accidental spills and broken crockery from floor warning signs, tools, equipment, and necessary assistance, clean up accidents of spilled and broken crockery from floor. When finished, there can be no pieces of crockery or bits of food left on floor. The floor cannot be left in a slick condition. Surrounding patrons must not be disturbed by your actions.

TOOLS AND EQUIPMENT

Mop
Bucket with wringer
Broom
Dustpan
Soap
Warning signs

8. **TASK:** Clear table

218) PERFORMANCE OBJECTIVE

Given the task of clearing tables, tools, and equipment, clear tables. There can be no fumbling, dropping, or spilling of crockery or flatware (while clearing tables after each course).

TOOLS AND EQUIPMENT

Bus box
Cart
Scraper

9. **TASK:** Dust furniture

219) PERFORMANCE OBJECTIVE

Given the task of dusting furniture, tools, and equipment, dust furniture. When task is done, furniture will be wiped with a clean, white cloth; it cannot show dust.

TOOLS AND EQUIPMENT

Dust cloth

## L. DUTY: PERFORMING ARRANGEMENT DUTIES

1. TASK: Arrange table decor

220) PERFORMANCE OBJECTIVE

Given a table to arrange and all the necessary pieces, arrange table decor. Arrangements must show reasonable symmetry and does not crowd individual cover.

TOOLS AND EQUIPMENT

Center piece
Salt/pepper shakers
Sugar bowl and creamer
et al

2. TASK: Assemble breakfast supplies

221) PERFORMANCE OBJECTIVE

Given all equipment, food, supplies, and utensils, assemble breakfast supplies efficiently and timely according to establishment guidelines.

TOOLS AND EQUIPMENT

Food
Supplies
Coffee filters
Coffee maker
Cold table
Utensils
Menus
Food order

3. TASK: Change a cloth during service with accessories on the table

222) PERFORMANCE OBJECTIVE

Given fresh linen and necessary assistance, change a cloth during service with accessories on the table leaving no wrinkles and so table cloth is even on all sides and all items are returned to table in proper place. Customers cannot be unnecessarily inconvenienced.

TOOLS AND EQUIPMENT

Fresh linen
Service tray/stand

4. **TASK:** Change setting without baring the table

223) PERFORMANCE OBJECTIVE

Given clean tablecloth, a table, and accessories, change setting without baring the table in one uninterrupted movement and finished setting must be symmetrically balanced.

TOOLS AND EQUIPMENT

Tablecloth
Table
Accessories

5. **TASK:** Make coffee in urn

224) PERFORMANCE OBJECTIVE

Given coffee, an urn, water, filters, and cloths according to equipment and establishment guidelines, coffee must be free of residual taste/grounds.

TOOLS AND EQUIPMENT

Coffee
Filters
Urn
Water
Measuring devices

6. **TASK:** Make coffee vacuum method

225) PERFORMANCE OBJECTIVE

Given coffee, a vacuum coffee maker, filter, and water, make coffee vacuum method according to the equipment and establishment standards. Coffee must be free of residual taste/grounds.

TOOLS AND EQUIPMENT

Vacuum coffee maker
Filters
Coffee
Measuring devices
Water

7. TASK: Make coffee in a pot

226) PERFORMANCE OBJECTIVE

Given coffee, coffee pot, water, tools and equipment, make coffee in a pot according to the equipment and establishment standards and have no residual taste/grounds.

TOOLS AND EQUIPMENT

Coffee pot
Filters
Coffee
Measuring devices
Water

8. TASK: Make coffee the filter method

227) PERFORMANCE OBJECTIVE

Given coffee, filters, and water, make coffee by the filter method according to manufacturer and establishment standards and have no residual taste/grounds.

TOOLS AND EQUIPMENT

Coffee maker
Filters
Coffee
Water
Measuring devices

9. TASK: Prepare butter/margarine for serving

228) PERFORMANCE OBJECTIVE

Given butter/margarine, butter slicer, ice chips, butter dish, spatula, and ice container, prepare butter/margarine for serving. All pieces of butter/margarine must be of uniform size, must not stick together, and be refrigerated.

TOOLS AND EQUIPMENT

Butter slicer
Ice chips
Butter dish
Spatula
Ice container

10. **TASK:** Prepare cold service table

229) PERFORMANCE OBJECTIVE

Given scoop, bucket, ice and cold table, prepare cold table for service. Ice must be clean and not contaminated, food positioned securely on ice, excess water removed, and ice level maintained.

TOOLS AND EQUIPMENT

Scoop
Bucket
Ice
Cold Table

11. **TASK:** Prepare vegetables for making salad

230) PERFORMANCE OBJECTIVE

Given sanitized hands, vegetables, a mixing bowl, slicer, grader, vertical cutting machine, cutting table, vegetable brush, peeler, and gloves, prepare vegetables for making salad. All vegetables must be clean, fresh, and sliced or shredded into manageable consistency.

TOOLS AND EQUIPMENT

Large mixing bowl
Slicer
Grader
Vertical cutting machine
Cutting table
Vegetable brush
Peeler
Gloves

12. **TASK:** Set table for full service meal

231) PERFORMANCE OBJECTIVE

Given a table, flatware, linen, dishes, and glassware, set table for full service meal. All flatware, accessories, and cover must meet standards of establishment. All flatware and accessories must be arranged.

TOOLS AND EQUIPMENT

Napkins
Salad forks
Dinner forks
Cover plate
Dinner knife
Teaspoon
Soup spoon
Butter spreader
Butter and butter plate
Water goblets
Wine glasses

13. **TASK:** Set up steam table for service

232) PERFORMANCE OBJECTIVE

Given a steam table, pans, brush, cloths, and bucket, set up steam table for service. Water must be hot enough to keep food at serving temperature. Water level must be at that point where pans are immersed in hot water but not floating.

TOOLS AND EQUIPMENT

Pans
Table
Brush
Cloths
Bucket

14. **TASK:** Set up self service foodlines

233) PERFORMANCE OBJECTIVE

Given prepared foods and beverages, flatware, dishes, glasses, napkins, condiments, and buffet table or permanent buffet server, set up self service foodlines. Food must be arranged according to establishment guidelines; i.e., salads, hot dishes, etc.

TOOLS AND EQUIPMENT

Prepared foods
Beverages
Flatware
Napkins
Dishes
Condiments
Serving tables
Line control items

## M. DUTY: PREPARING BREADS, YEAST DOUGH PRODUCTS, AND BREAKFAST BATTERS

1. TASK: Prepare yeast breads

234) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare yeast breads. Yeast breads must have symmetrical shape, uniform color, flavor, size, grain, and texture. The crusts must be free of cracks and blisters.

TOOLS AND EQUIPMENT

Oven
Cooling rack
Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Scraper
Brush
Pan holders
Sheet pans
Bench
Roll press
Mixer and mixer attachments
Proof box
Spatula
Dough hook
Silicone paper
Refrigerator
Bowl
Bread pans

2. TASK: Prepare yeast rolls

235) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare yeast rolls. Yeast rolls must be light, have even crust, color, and moderate-sized grain.

TOOLS AND EQUIPMENT

Oven
Cooling rack
Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Scraper
Brush
Bench
Mixer and mixer attachments
Dough hook
Silicone paper
Bowl
Roll press
Proof box
Spatula
Sheet pans
Pan holders

3. **TASK:** Prepare chemically-leavened bread

236) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare chemically-leavened bread. Bread must have uniform grain and color and must be symmetrical in shape.

TOOLS AND EQUIPMENT

Oven
Mixer and mixer attachments
Scale and weights
Scale scoop
Ingredient scoop
Bowl
Spatula
Scraper
Loaf pans
Silicone paper
Liquid measures
Shortening brush
Paddle
Cooling rack
Pan holders

4. **TASK:** Prepare sweet dough varieties

237) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare sweet dough varieties. Sweet dough products must b uniform in size, color, and appearance; sweet dough products must have a tender crumb and an even grain.

TOOLS AND EQUIPMENT

Oven
Cooling rack
Brush
Mixer and mixer attachments
Bench
Scale and weights
Scale scoop
Bowl scraper
Bowl
Dough hook
Spatula
Bench scraper
Sheet pans
Silicone paper
Rolling pin
Liquid measures
Ingredient scoop
Pan holders
Proof box

5. **TASK:** Prepare muffins

238) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare muffins. Muffins must have uniform size, shape, and color, and must have a light, open grain.

TOOLS AND EQUIPMENT

Shortening brush
Muffin pans
Spatula
Mixer and mixer attachments
Bowl
Scale and weights
Scale scoop
Ingredient scoop
Liquid measures
Cooling rack
Oven
Pan holders
Ice cream scoop
Cake depositor

6. **TASK:** Prepare Danish

239) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, prepared filling, and ingredients, prepare Danish. Danish must be of uniform color and appearance, must be flaky, and have no greasy taste.

TOOLS AND EQUIPMENT

Bench
Mixer and mixer attachments
Brush
Refrigerator
Scale and weights
Scale scoop
Ingredient scoop
Bowl
Dough hook
Multiple cutter
Spatula
Sheet pans
Scraper
Silicone paper
Rolling pin
Oven
Liquid measure
Cooling rack
Pan holders
Proof box

7. **TASK:** Prepare cinnamon buns

240) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, prepared filling, and ingredients, prepare cinnamon buns. Cinnamon buns must be uniform in size and color, and grain must be moderate.

TOOLS AND EQUIPMENT

Shortening brush
Cinnamon bun pans
Bench
Mixer and mixer attachments
Scale and weights
Scale scoop
Ingredient scoop
Bowl
Dough hook
Spatula
Scraper
Silicone paper
Rolling pin
Oven
Liquid measure
Cooling screens
Brush
Pan holders
Proof box

8. **TASK:** Prepare biscuits

241) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare biscuits. Biscuits must be uniform in size, shape, color, and appearance, and must be light and airy, with a flaky crust.

TOOLS AND EQUIPMENT

Oven
Mixer and mixer attachments
Bench
Scale and weights
Scale scoop
Ingredient scoop
Bowl
Cutter
Brush
Bowl
Dough hook
Spatula
Bench scraper
Sheet pans
Rolling pin
Liquid measures
Cooling rack
Pan holders

## N. DUTY: PREPARING CAKES

1. **TASK:** Prepare batter-type cake

242) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare batter-type cake. Cake must be symmetrical in shape, be uniform in color, have even crumb, fine grain, and be moist and tender in texture.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Spatula
Oven
Mixer and mixer attachments
Bowl
Cooling racks
Pan holders
Pan liners
Assorted cake pans

2. **TASK:** Prepare foam-type cakes

243) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare foam-type cakes. Cakes must be symmetrical in shape, have uniform color, even crumb, fine grain, and must be moist and tender in texture.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Spatula
Oven
Assorted cake pans
Mixer and mixer attachments
Bowls
Cooling racks
Pan holders
Pan liners
Bowl scraper

3. **TASK:** Prepare cheesecakes

244) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, ingredients, and prepared crust, prepare cheesecakes. Cheesecakes must be symmetrical in shape, have uniform color, even crumb, and must be moist and tender.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measures
Scale Scoop
Ingredient scoop
Oven
Cooling racks
Spatula
Assorted pans
Mixer and mixer attachments
Bowls
Pan holders
Bowl scraper

## O. DUTY: PREPARING PASTRIES

1. **TASK:** Prepare puff pastry

245) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare puff pastry. Puff pastry must be light and flaky; units must be uniform in size and appearance, with no waxy aftertaste.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowl
Scale and weights
Scale scoop
Ingredient scoop
Brush
Bench
Sheet pans
Silicone paper
Oven
Rolling pin
Pastry wheel
Scraper
Liquid measures
Shortening brush
Refrigerator
Dough hook
Bowl scraper
Bench scraper
Pan holders
Sheeter
Cold top or marble top

2. **TASK:** Prepare rolled pie shell

246) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare pie shell. Pie shells must be uniform in size and color; baked shells must have an even, thin crust and must be flaky with no underbaked/overbaked areas.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowl
Dough hook
Liquid measures
Scraper
Rolling pin
Pie pans
Knife
Bench
brush
Spatula
Refrigerator
Oven
Scale and weights
Scale scoop
Ingredient scoop
Sheeter
Pan holders

3. TASK: Prepare pressed pie shell

247) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare pressed pie shell. Pressed pie shell must be uniform in size and color; must have even thickness and fine grain; and pressed pie shell must hold together without crumbling or breaking.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowl
Liquid measures
Ingredient scoop
Scale scoop
Pan holders
Pie pans
Spatula
Oven
Refrigerator
Scale and weights

4. TASK: Prepare fruit filling

248) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare fruit filling. Fruit filling must be free of lumps, clear, of a medium consistency, and must not run.

TOOLS AND EQUIPMENT

Stove
Kettle(s)
Wooden paddle
Ingredient scoop
Liquid measures
Scale and weights
Scale scoop
Spatula
Pan holders

5. **TASK:** Prepare cream/custard filling

249) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare cream filling. Cream filling must be of a medium consistency, and must be smooth and creamy; filling must be uniform in color without starchy taste.

TOOLS AND EQUIPMENT

Scale and weights
Scale scoop
Ingredient scoop
Liquid measures
Paddle
Spatula
Stove
Wire whip
Refrigerator
Plastic/stainless steel container
Pan holders
Kettle

6. **TASK:** Prepare chiffon filling

250) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare chiffon filling. Chiffon filling must be light, aerated, uniform in color, and must not run.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Wire beater
Scale and weights
Scale scoop
Ingredient scoop
Spatula
Bowls
Refrigerator
Spoon
Stove
Pan holders
Bowl scraper

7. TASK: Prepare meringue

251) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare meringue. Meringue must be light, smooth, and must not weep.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowls
Scale and weights
Scale scoop
Ingredient scoop
Spatula
Liquid measures
Pastry bag or tubes

8. TASK: Prepare whipped topping

252) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare whipped topping. Whipped topping must be smooth and light, and must have no greasy or waxy taste.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowl
Scale and weights
Scale scoop
Ingredient scoop
Liquid measures
Spatula
Refrigerator

9. **TASK:** Prepare eclair paste (pathe a choux) products

253) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare eclair paste products. Eclair paste products must be light and hollow with think, crisp walls; units must be uniform in size and color. (1)

TOOLS AND EQUIPMENT

Stove
Oven
Kettle
Mixer and mixer attachments
Bowl
Pastry bag and tubes
Plastic scraper
Wire whip
Liquid measures
Sheet pans
Silicone paper
Pan holders

10. **TASK:** Prepare strudel

254) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, ingredients, and prepared filling, prepare strudel. Strudel must be uniform in size, have a light flaky crust, be evenly colored, and amply filled. (1)

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Bowl
Scale and weights
Scale scoop
Ingredient scoop
Bench brush
Bench
Sheet pans
Silicone paper
Cloth covering
Oven
Pastry wheel
Scraper
Liquid measures
Dough hook
Shortening brush
Spatula
Knife
Pan holders

## P. DUTY: PREPARING FRUIT DESSERTS

1. TASK: Prepare cold fresh fruit desserts

255) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare cold fresh fruit desserts. Fresh fruit dessert must be arranged according to color, taste, texture, and variety; citrus fruits must be free of pith; and fruit must be free of pits, stems, seeds, and blemishes.

TOOLS AND EQUIPMENT

Bowls
Brush
Paring knives
French knives
Serving dishes
Strainer

2. TASK: Prepare baked fruits

256) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare baked fruits. Baked fruit must retain its firm shape and be tender when pierced with a fork.

TOOLS AND EQUIPMENT

Oven
Bowls
Strainer
Paring knives
Peeler
French knife
Baking dish
Pan holders

3. TASK: Prepare stewed fruits

257) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare stewed fruits. Stewed fruits must be tender without being mushy.

TOOLS AND EQUIPMENT

Stove
Peeler
Brush
Bowl
Saucepan
Spoons
Ladle
French knife
Paring knife
Pan holders

4. TASK: Prepare cobbler(s)

258) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare cobbler(s). Cobbler must be thoroughly baked, yet moist; batter must not be spongy; and fruit must be firm but not wet.

TOOLS AND EQUIPMENT

Oven
Strainer
Scale
Baking dish
Spatula
Bowl scraper
Bowls
Mixer and mixer attachments
Wire whip
Knife
Spoons
Ladle
Pan holders

## Q. DUTY: PREPARING SPECIALTY DESSERTS

1. TASK: Prepare gelatin dessert

259) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare gelatin dessert. Gelatin dessert must be light in texture, set, and not grainy.

TOOLS AND EQUIPMENT

Stove
Refrigerator
Bowl
Mold
Pot
Measuring cups
Strainer
Spoons
Wire whip
Pan holders

2. TASK: Prepare flavored ice

260) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare flavored ice. Flavored ice must have light, delicate taste, and ice must be evenly shaved.

TOOLS AND EQUIPMENT

Bowls
Spoons
Wire whip
Measuring cups
Measuring spoons
Ice shaver
Serving dishes
Freezer

3. TASK: Prepare ice cream and sherbet

261) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, ingredients, ice, and rock salt, prepare ice cream and sherbet. Ice cream and sherbet must have a light, smooth consistency with a delicate but distinguishable flavor.

TOOLS AND EQUIPMENT

Ice cream freezer
Blender
Wire whip
Bowls
Rubber scraper
Spoons
Measuring cups
Measuring spoons

4. **TASK:** Prepare parfait(s)

262) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare parfait(s). Parfait(s) must be arranged in neat, even layers of contrasting colors and complementary flavors, in accordance with formula.

TOOLS AND EQUIPMENT

Freezer
Spoons
Parfait glasses
Ice cream scoops

5. **TASK:** Prepare mousse

263) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare mousse. Mousse must be light, fluffy, and of uniform consistency and color.

TOOLS AND EQUIPMENT

Refrigerator
Liquid measure
Kettle
Mixer
Wire whip
Wooden spoon
Molds/dishes
Bowl
Scale and weights
Stove
Pan handlers

6. **TASK:** Prepare bombe

264) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare bombe. Bombe must be dome-shaped, genoise must be moist, and filling must hold together when demolded.

TOOLS AND EQUIPMENT

Oven
Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Molds
Mixer and mixer attachments
Pastry brush
Knife
Pan holders

7. **TASK:** Prepare melba

265) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare melba. Melba must have smooth and even consistency; must be pourable; and must not be tart or grainy.

TOOLS AND EQUIPMENT

Stove
Spatula
Bowl
Measuring spoons
Measuring cups
Strainer
Refrigerator
Blender
Pan holders

8. **TASK:** Prepare baked Alaska

266) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare baked Alaska. Baked Alaska must be a uniform brown color, and ice cream must be firm.

TOOLS AND EQUIPMENT

Oven
Scale and weights
Liquid measure
Mixer and mixer attachments
Ingredient scoop
Scale scoop
Wire whip
Pastry bag
Pastry tube
Icing spatula
Knife
Platter
Refrigerator
Pan holders

9. **TASK:** Prepare souffle

267) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, ingredients, and aluminum foil, prepare a souffle. Souffle must be high, light, and fluffy but not grainy.

TOOLS AND EQUIPMENT

Baking pan
Mixer and mixer attachments
Wire whip
Saucepan
Bowls
Spoons
Aluminum foil
Souffle dishes
Measuring cups
Measuring spoons
Bowl scraper
Oven
Pan holders

## R. DUTY: PREPARING CONFECTIONS

1. TASK: Prepare glaze

268) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare glaze. Glaze must be of medium consistency, easily spreadable, and clear.

TOOLS AND EQUIPMENT

Stove
Kettle
Scale and weights
Liquid measures
Scale scoop
Ingredient scoop
Spoon
Pastry brush
Bowl
Pan holders
Wire whip

2. TASK: Prepare cooked icing

269) PERFORMANCE OBJECTIVE

Given tools sand equipment, formula, and ingredients, prepare cooked icing. Icing must be of a smooth and even consistency, must be spreadable and evenly colored.

TOOLS AND EQUIPMENT

Scale and weights
Stove
Liquid measure
Scale scoop
Ingredient scoop
Kettle
Spoons
Wire whip
Bowl
Pan holders
Mixer and mixer attachments

3. TASK: Prepare fondant icing

270) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare fondant icing. Fondant must be of medium consistency, smooth, and glossy.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measure
Kettle
Spoons
Ingredient scoop
Scale scoop
Thermometer
Marble slab
Pastry brush
Icing spatula
Stove
Pan holders

4. TASK: Prepare royal icing

271) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare royal icing. Icing must be of medium consistency and easily piped.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measure
Ingredient scoop
Scale scoop
Mixer and mixer attachments
Wire whips
Spoons
Bowl
Pastry bag and tubes
Cloth

5. TASK: Prepare buttercream icing

272) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare buttercream icing. Icing must be light and of a spreadable, medium consistency.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measure
Ingredient scoop
Scale scoop
Mixer and mixer attachments
Spoons
Bowl

6. TASK: Ice cake

273) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, cake and icing, ice cake. Cake icing must be level and smooth; iced cake must have straight sides and a flat top and icing must not be spread too thick on cake.

TOOLS AND EQUIPMENT

Icing spatula
Turntable
Pastry brush
Cake circle/board
Doily

7. TASK: Prepare marzipan

274) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare marzipan. Marzipan must be of a fine, smooth consistency and must be of a uniform color; marzipan must hold its shape when molded.

TOOLS AND EQUIPMENT

Mixer and mixer attachments
Scale and weights
Liquid measure
Scale scoop
Ingredient scoop
Rolling pin
Storage container
Spoons
Bowl
Spatula
Bowl scraper
Damp cloth

8. TASK: Prepare mints

275) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare mints. Mints must be of a thick consistency to hold shape, and must have uniform color and flavor.

TOOLS AND EQUIPMENT

Stove
Scale and weights
Liquid measures
Kettle
Thermometer
Spoons
Pastry bag and tubes
Marble slab/silicone paper/rubber mat
Scale scoop
Ingredient scoop
Spatula
Bowls
Pan holders

9. **TASK:** Prepare pulled sugar work

276) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare pulled sugar work. Pulled sugar must be pliable, glossy, and evenly colored.

TOOLS AND EQUIPMENT

Scale and weights
Scale scoop
Ingredient scoop
Liquid measure
Kettle
Spatula
Canvas sheet
Deerskin gloves
Pastry brush
Skimmer
Marble slab
Heat lamp
Spoon
Stove
Pan holders
Thermometer

10. **TASK:** Prepare gum paste (pastillage)

277) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare gum paste (pastillage). Pastillage must be smooth, free of lumps, and of a consistency thick enough to hold its shape without cracking.

TOOLS AND EQUIPMENT

Scale and weights
Liquid measure
Scale scoop
Ingredient scoop
Marble slab/molds/formica top/glass surface
Spoon
Spatula
Rolling pin/sheeter
Mixer and mixer attachments
Bowl
Sandpaper
Brush

11. TASK: Decorate specialty cakes

278) PERFORMANCE OBJECTIVE

Given tools and equipment, cake design, and ingredients, decorate specialty cakes. Specialty cake must be level, symmetrical, and stable; and shape and decoration must correspond to the design stated in the job order.

TOOLS AND EQUIPMENT

Cake base
Cake turntable
Spatulas
Knife
Pastry bags
Piping cones
Doily
Decorating tube
Scissors

## S. DUTY: PREPARING SALADS AND COLD ITEMS

1. **TASK:** Make/assemble seafood cocktails

279) PERFORMANCE OBJECTIVE

Given recipe, access to ingredients, cutting board, sharp knife, cocktail glasses and plastic wrap, make/assemble seafood cocktails. The ingredients must be fresh in color and texture. The cocktails must be attractive in appearance, pleasing in flavor, well seasoned, chilled to the correct temperature and served with proper sauce.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Cutting board
Sharp knife
Cocktail glasses
Plastic wrap

2. **TASK:** Make fruit salads

280) PERFORMANCE OBJECTIVE

Given a recipe and necessary ingredients, a paring knife, an apple corer, a melon baller, ascorbic acid, mixing bowls and spoon, dressing, and serving bowls, make a fruit salad. The ingredients must be well drained, be cut large enough to retain their identity, and must not be discolored.

TOOLS AND EQUIPMENT

Recipe
Necessary ingredients
Paring knife
Apple corer
Melon baller
Mixing bowls
Spoon
Dressing
Serving bowls/platter
Ascorbic acid

3. **TASK:** Make vegetable salads

281) PERFORMANCE OBJECTIVE

Given a recipe, vegetables, paring knife, vegetable peeler, brush, mixing bowl, spoon, grater, and plastic wrap, make a fresh vegetable salad. The salad ingredients must be crisp, cut large enough to retain their identity, and must retain their original color.

TOOLS AND EQUIPMENT

Recipe
Ingredients/vegetables
Paring knife
Vegetable peeler
Mixing bowl
Grater
Plastic wrap
Serving bowls/platter
Brush
Spoon

4. TASK: Make congealed salads

282) PERFORMANCE OBJECTIVE

Given recipe, gelatin, water or other liquid, fruits or vegetables, salad oil, brush, paring knife, mixing bowl and spoon, gelatin mold, garnish ingredients, and serving plate, make a congealed salad. The salad must be firmly jelled and retain its shape when unmolded. The fruits and vegetables must be evenly dispersed throughout the gelatin mixture.

TOOLS AND EQUIPMENT

Recipe
Gelatin
Liquids
Fruits (vegetables)
Gelatin mold
Serving plate
Salad oil
Brush
Paring knife
mixing bowl
Garnish ingredients

5. TASK: Make salads from meat, seafood, or fowl

283) PERFORMANCE OBJECTIVE

Given a recipe and access to the ingredients, a cutting board, a sharp knife, a saucepan, skillet, or baking dish, a measuring cup and spoons, a mixing bowl and spoon, and a covered storage container, prepare a salad from meat, seafood, or fowl. The meat, seafood, or fowl and/or other cooked ingredients used in the salad must be well done and easy to chew; the salad ingredients must be cut into bite-size pieces, must be well blended, and must be free of bones or bone slivers.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Cutting board
Sharp knife
Saucepan
Skillet
Measuring cup
Spoons (measuring)
Mixing bowl
Spoon
Covered storage container
Baking dish

6. TASK: Make vegetable relishes

284) PERFORMANCE OBJECTIVE

Given fresh vegetables, vegetable brush, paring knife, vegetable peeler, ascorbic acid, paper towels, ice or ice water, and serving dish, make vegetable relishes. Vegetables must be crisp, fresh, well chilled, free from blemishes or discoloration and arranged in a pleasing fashion.

TOOLS AND EQUIPMENT

Fresh vegetables
Vegetable brush
Paring knife
Vegetable peeler
Paper towels
Ice
Ice water
Serving dishes
Ascorbic acid

7. TASK: Prepare salad dressings

285) PERFORMANCE OBJECTIVE

Mayonnaise-based salad dressings must be a combination of salad oil, vinegar, and seasoning which are held in a semi-permanent suspension by the addition of eggs (emulsion).

TOOLS AND EQUIPMENT

Recipe
Number of servings needed
Salad oil
Vinegar
Eggs
Seasonings
Measuring equipment
Mixing equipment
Blender
Refrigerator
Serving dish/ladle
Transportable storage containers
Labeling materials

## T. DUTY: PREPARING AND COOKING FRUITS, VEGETABLES, AND STARCHES

### 1. TASK: Boil (stew) fruits

286) PERFORMANCE OBJECTIVE

Given fruit, recipe, sugar, spices, acid fruit/fruit juice, knife, saucepan, fork and/or spoon, boil fruit. The fruit must be firm, moist, and tender in texture with natural color, flavor and aroma.

TOOLS AND EQUIPMENT

Fruit
Recipe
Spices
Knife
Fork/spoon
Sugar
Fruit juices
Saucepan

### 2. TASK: Boil vegetables

287) PERFORMANCE OBJECTIVE

Given vegetables, recipe, sharp knife, saucepan, fork and/or spoon, boil vegetables. The vegetables must retain original shape, color, and flavor. They must cut easily but not be "mushy."

TOOLS AND EQUIPMENT

Recipe
Sharp knife
Saucepan
Fork/spoon

### 3. TASK: Prepare pastas and rice

288) PERFORMANCE OBJECTIVE

Given a recipe, pasta, rice, salt, oil, large saucepan, colanders, and long fork, cook the pasta, (e.g., spaghetti or noodles) and rice. The pasta and rice must be tender, not mushy or sticky.

TOOLS AND EQUIPMENT

Recipe
Pasta
Rice
Salt
Large saucepan
Colanders
Long fork
Oil

4. TASK: Steam vegetables

289) PERFORMANCE OBJECTIVE

Given a recipe, vegetables, seasonings, garnish ingredients, vegetable brush, paring knife, steamer or pressure cooker, and serving dish, steam vegetables. The vegetables must retain original shape and color, cut easily, and not be mushy.

TOOLS AND EQUIPMENT

Recipe
Vegetables
Garnish ingredients
Paring knife
Pressure cooker
Serving dishes
Seasonings
Vegetable brush
Steamer

5. TASK: Fry vegetables

290) PERFORMANCE OBJECTIVE

Given a recipe, vegetables, fat or oil, and other necessary ingredients, vegetable brush, paring knife, fork and/or spoon, slotted spoon, deep fat fryer, serving utensils, and paper towels, fry vegetables. The vegetables must be crisp in texture, evenly browned, and not greasy to the touch or taste.

TOOLS AND EQUIPMENT

Recipe
Vegetable
Fat
Fork/spoon
Deep fat fryer
Paper towels
Oil
Vegetable brush
Paring knife
Slotted spoon
Serving utensils

6. **TASK:** Saute vegetables

291) PERFORMANCE OBJECTIVE

Given recipe, vegetables, fat or oil, seasonings, and other necessary ingredients, a vegetable brush, paring knife, grater, and skillet, saute vegetables. The vegetables must be easy to cut, not mushy, must retain original shape, may be clear or light brown in color, without retaining excess grease.

TOOLS AND EQUIPMENT

Recipe
Vegetables
Oil
Seasonings
Ingredients
Vegetable brush
Paring knife
Grater
Skillet

7. **TASK:** Bake fruits/vegetables

292) PERFORMANCE OBJECTIVE

Given fresh fruit/vegetable, recipe, butter, seasonings and other ingredients, vegetable brush, paring knife, corer, cover and baking pan, bake fruit/vegetable. The fruit/vegetable must be thoroughly cooked, pleasantly flavored, and retain their natural shape and color.

TOOLS AND EQUIPMENT

Fresh fruit
Vegetables
Recipe
Seasonings
Paring knife
Corer
Baking pan and cover
Butter
Vegetable brush

8. **TASK:** Braise vegetables

293) PERFORMANCE OBJECTIVE

Given vegetables, recipe, fat or oil, seasonings, vegetable brush, paring knife, and skillet or saucepan and cover, braise vegetables. The vegetables must be tender but not mushy, retaining original color and shape.

TOOLS AND EQUIPMENT

Vegetables
Recipe
Oil
Vegetable brush
Skillet
Saucepan/cover
Seasoning
Paring knife

9. TASK: Glaze fruits/vegetables

294) PERFORMANCE OBJECTIVE

Given recipe, fruit/vegetable, butter or margarine, sugar, water paring knife, spoon, candy thermometer, saucepan, and baking dish, glaze the fruit/vegetables either by cooking in the over or on top of the range. The glaze must be of smooth, clear texture and the vegetable must possess natural color and flavor.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Paring knife
Spoon
Candy thermometer
Saucepan
Baking dish

10. TASK: Clean/prepare fresh fruits/vegetables

295) PERFORMANCE OBJECTIVE

Given fruits/vegetables, paring knife, colander, cutting board, vegetable slicer, vegetable brush, and shredder, clean/prepare raw fruits/vegetables. The fruit/vegetables must be clean, without grit; uniformly cut and must retain their original color.

TOOLS AND EQUIPMENT

Ingredients
Paring knife
Colander
Cutting board
Vegetable slicer
Vegetable brush
Shredder

## U. DUTY: PREPARING AND COOKING SANDWICHES

### 1. TASK: Slice meats, cheeses, and other items

296) PERFORMANCE OBJECTIVE

Given chilled boneless meats, cheeses, or other items, a slicer, and a platter or one-half sheet pan, slice meats, cheeses, or other items. The slices must be uniform in size, shape, and thickness, and must have been sliced across the grain.

TOOLS AND EQUIPMENT

Ingredients
Slicer
Platter

### 2. TASK: Assemble cold sandwiches

297) PERFORMANCE OBJECTIVE

Given sliced bread, sandwich ingredients, condiments, garnishes, a portion scale, wax paper squares, toothpicks, recipe, serrated-edge knife, sandwich spreader, toaster, cutting board, and a chilled plate, assemble ingredients and make a cold sandwich ready for service. The sandwich must contain accurate portions of all ingredients, must hold together, and be neatly arranged and garnished. The ingredients must be evenly distributed over the bread and not protrude from the edges.

TOOLS AND EQUIPMENT

Ingredients
Portion scale
Wax paper squares
Toothpicks (fancy)
Recipe
Sandwich spreader
Toaster
Cutting board
Chilled plate
Serrated-edged knife

3. TASK: Prepare grilled sandwiches

298) PERFORMANCE OBJECTIVE

Given margarine, a butter spreader, sliced bread, recipe, sandwich ingredients, portion scale, wax paper squares, grill, cutting board, serrated-edge knife, a warmed plate, condiments, garnishes, spatula, grill brick, and grill oil, prepare a grilled sandwich. The sandwich must be hot, evenly browned, not greasy to the touch or taste, and neatly arranged on the plate along with the condiments or garnish. The ingredients must be warmed throughout, evenly distributed, and not protruding from the edges.

TOOLS AND EQUIPMENT

4. TASK: Assemble hot sandwiches

299) PERFORMANCE OBJECTIVE

Given sliced bread or hamburger rolls, toaster, grill, butter spreader, margarine, cooked sandwich ingredients, condiments, garnishes, warmed plate, tongs or spatula, recipe, appropriate sauce or gravy, and ladle, assemble a hot sandwich, ready for service. The sandwich must be hot, with the meat evenly distributed on bread or roll. The bread or roll must be evenly browned or toasted with no greasy appearance or taste. The sandwich must be neatly arranged on the plate along with the condiments or garnishes. If a sauce or gravy is applied, it must uniformly cover the sandwich without covering more than one inch of the exposed plate away from any sandwich edge.

TOOLS AND EQUIPMENT

Ingredients
Butter spreader
Recipe
Wax paper squares
Cutting board
Serrated-edge knife
Grill brick
Toaster
Butter
Bread
Portion scale
Grill
Spatula
Warmed plate
Grill oil
Tongs

## V. DUTY: PREPARING AND COOKING SOUPS AND SAUCES

1. TASK: Prepare stocks: chicken, fish, and beef

300) PERFORMANCE OBJECTIVE

Given recipe, stock pot or steam kettle, chicken, fish, beef portions and/or bones, vegetables, seasonings, other stock ingredients, skimmer, strainer, cheesecloth, plastic holding containers and roasting pan, prepare a chicken, beef, or fish stock. The stock must be clear, have a fresh flavor, and be free of fat and salt.

TOOLS AND EQUIPMENT

Recipe
Steam kettle
Skimmer
Cheesecloth
Roasting pan
Stock pot
Ingredients
Strainer
Plastic holding containers

2. TASK: Prepare clear soups

301) PERFORMANCE OBJECTIVE

Given recipe, stock pot, spoon, vegetable, seasoning, stock, and a soup tureen, prepare a clear soup. The soup must be hot, flavorful, contain appropriate amounts of the vegetable, be seasoned to taste, be clear except for the vegetables, and free of fat.

TOOLS AND EQUIPMENT

Recipe
Spoon
Seasoning
Soup tureen
Stock pot
Vegetables
Stock

3. TASK: Prepare thick soups (puree)

302) PERFORMANCE OBJECTIVE

Given a recipe, stock pot, spoon, legumes, seasoning, other necessary ingredients, strainer and soup tureen, prepare a thickened soup. The soup must be hot, flavorful, contain required amounts of ingredients, be seasoned to taste, free of fat, and maintain a smooth, even consistency.

TOOLS AND EQUIPMENT

Recipe
Spoon
Seasoning
Strainer
Stock pot
Legumes
Ingredients
Soup tureen

4. **TASK:** Prepare cream soups

303) PERFORMANCE OBJECTIVE

Given a recipe, soup pot, spoon, whisk, vegetables, flour, stock, seasoning, cream, and soup tureen, prepare a cream soup. The soup must be hot, be appropriately thick, be seasoned to taste, flavorful, free of fat, and possess a smooth, even consistency.

TOOLS AND EQUIPMENT

Recipe
Soup pot
Spoon
Whisk
Vegetables
Ingredients
Soup tureen

5. **TASK:** Prepare brown sauce and variations

304) PERFORMANCE OBJECTIVE

Given a recipe, sauce pot, wooden spoon, slotted spoon, vegetables, seasoning, fat, flour, stock, other necessary ingredients, whisk, strainer, cheesecloth, sauce tureen, and garnish for one variation, prepare a brown sauce. The sauce must be smooth, shining, have a rich, brown color and a flowing consistency. It must be hot, fresh, flavorful, and contain accurate amounts of thickening and garnish.

TOOLS AND EQUIPMENT

Recipe
Sauce pot
Wooden spoon
Slotted spoon
Vegetables
Whisk
Strainer
Cheesecloth
Sauce tureen
Garnish
Ingredients

6. **TASK:** Prepare tomato sauce and variations

305) PERFORMANCE OBJECTIVE

Given recipe, sauce pot, spoon, vegetable(s), seasoning, other necessary ingredients, strainer, food mill, a sauce tureen, prepare a tomato sauce. The sauce must be smooth, have a consistency appropriate to usage, hot, with a fresh, nonacidic flavor and a deep red color.

TOOLS AND EQUIPMENT

Recipe
Sauce pot
Vegetables
Strainer
Sauce tureen
Spoon
Ingredients
Food mill

7. **TASK:** Prepare hollandaise sauce

306) PERFORMANCE OBJECTIVE

Given a recipe, stainless steel bowl, a saucepan/skillet, whisk, spices, butter, egg yolks, lemon juice, hollandaise sauce ingredients, strainer, cheesecloth, and a sauce tureen, prepare hollandaise sauce. The sauce must be warm, smooth, have a pale blonde color, and a flowing consistency. It must be fresh and flavorful.

TOOLS AND EQUIPMENT

Recipe
Stainless steel bowl
Saucepan/skillet
Ingredients
Cheesecloth
Sauce tureen
Whisk
Strainer

8. **TASK:** Prepare white sauce and variations

307) PERFORMANCE OBJECTIVE

Given a recipe, sauce pot, wooden spoon, fat or oil, flour, salt, milk or cream, whisk, strainer, cheesecloth, and a sauce tureen, prepare a white sauce. The sauce must be smooth, shiny, have a rich, cream color and a consistency appropriate for usage. The sauce must be hot, fresh, and flavorful.

TOOLS AND EQUIPMENT

Recipe
Sauce pot
Wooden spoon
Ingredients
Strainer
Cheesecloth
Sauce tureen
Oil
Whisk

9. **TASK:** Prepare gravies

308) PERFORMANCE OBJECTIVE

Given a recipe, meat drippings, flour or starch, seasonings, skillet or pan, water or stock, spoon, whisk, and a sauce tureen, prepare a gravy. The gravy must be smooth, shining, have an appropriate color and a flowing consistency. The gravy must be hot, fresh, flavorful, free of fat, and contain appropriate amounts of thickening.

TOOLS AND EQUIPMENT

Recipe
Meat drippings
Ingredients
Skillet/pan
Stock or water
Spoon
Whisk
Sauce tureen

10. **TASK:** Prepare light roux

309) PERFORMANCE OBJECTIVE

Given a recipe, fat, flour, roasting pan, and spoon, prepare a roux. The roux must be grainy, have nutty odor, have the consistency of moist sand, and a blonde color.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Roasting pan
Spoon

## W. DUTY: PREPARING AND COOKING BREAKFAST ITEMS

1. **TASK:** Cook cereals (i.e., grits, oatmeal)

310) PERFORMANCE OBJECTIVE

Given flaked or whole grain cereal, recipe, water, salt, spoon, covered saucepan, and measuring cups and spoons, cook cereal. The cereal should be uniform in texture, not gummy and free from lumps.

TOOLS AND EQUIPMENT

Whole grain cereal
Water
Spoon
Measuring cups
Recipe
Salt
Covered saucepan
Measuring spoons
Service bowl

2. **TASK:** Poach eggs

311) PERFORMANCE OBJECTIVE

Given standardized recipe, eggs, liquid (water, milk, or broth), small dish, slotted spoon, and shallow saucepan, poach eggs. The poached eggs must have a bright appearance, with some shiny white adhering closely to the bright yolk. The yolk and white must stand up firmly without being porous; the yolk should be liquid with a white covering.

TOOLS AND EQUIPMENT

Recipe
Eggs
Liquid
Small dish
Slotted spoon
Shallow saucepan

3. **TASK:** Fry/grill eggs

312) PERFORMANCE OBJECTIVE

Given a standardized recipe, grill, eggs, oil (butter or margarine), skillet, spatula, and small bowl, fry eggs. The eggs should be shiny, soft with no hard edges, and tender, not tough or rubbery.

TOOLS AND EQUIPMENT

Recipe
Grill
Eggs
Oil
Skillet
Spatula
Small bowl
Serving plate

4. **TASK:** Soft boil eggs

313) PERFORMANCE OBJECTIVE

Given eggs, water, egg cups, and saucepan with lid, soft boil eggs. Eggs must have firm whites and soft runny yolks.

TOOLS AND EQUIPMENT

Eggs
Water
Egg cups
Saucepan with lid
Serving cups or plates

5. **TASK:** Hard boil eggs

314) PERFORMANCE OBJECTIVE

Given eggs, water, and saucepan with lid, hard boil eggs. Egg white and egg yolk must both be firm. Yolk should be bright yellow, or yellow orange in color with no gray-green color outside yolk.

TOOLS AND EQUIPMENT

Eggs
Water
Saucepan with lid
Serving or storage container

6. **TASK:** Scramble eggs

315) PERFORMANCE OBJECTIVE

Given a standardized recipe, eggs, milk or cream, oil (butter or margarine), seasoning (optional), skillet or grill, small bowl, measuring spoon, and fork, scramble eggs. The eggs must be bright and clear with a soft sheen and a uniform, pale color with no evidence of browning. The eggs should be tender, moist, and delicate in texture, not hard, dry, powdery, or watery.

TOOLS AND EQUIPMENT

Recipe
Milk or cream
Seasoning
Small bowl
Fork
Eggs
Oil
Skillet or grill
Measuring spoon
Serving plate

7. TASK: Shirr eggs

316) PERFORMANCE OBJECTIVE

Given recipe, eggs, butter, cream, salt and pepper, baking pan or cups, oven, and rubber spatula, shirr eggs. Shirred eggs must have a firm white, and a medium-firm to firm yolk. They must be moist but not wet.

TOOLS AND EQUIPMENT

Recipe
Butter
Salt/pepper
Oven
Eggs
Cream
Baking pan or cups
Rubber spatula
Serving plate

8. TASK: Prepare pancakes

317) PERFORMANCE OBJECTIVE

Given a recipe and necessary ingredients, a sifter, measuring cups and spoons, a mixing bowl and spoon, a fork, a pancake turner, and a skillet or griddle, make pancakes. The pancakes must be uniform in shape and thickness, must be evenly browned on both sides, must be smooth, tender, and moist but not sticky, and must have a fine grain with evenly distributed cells.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Sifter
Measuring cups
Measuring spoons
Mixing bowl
Spoon
Fork
Pancake turner
Skillet or griddle
Serving plate

9. TASK: Prepare waffles

318) PERFORMANCE OBJECTIVE

Given a recipe, flour, eggs, sugar, baking powder, salt, milk, shortening, waffle baker, sifter, measuring cups and spoons, three mixing bowls and spoon, and beater or mixer, make waffles. The waffles must be uniform in shape and thickness, must be evenly browned on both sides, have a smooth, tender crust, and have a fine-grained texture that is tender and moist.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Sifter
Measuring cups
Mixing bowls
Waffle baker
Shortening
Beater or mixer
Measuring spoons
Mixing spoons
Serving plate

10. TASK: Prepare French toast

319) PERFORMANCE OBJECTIVE

Given bread, egg, milk, cinnamon, oil, confectioner's sugar, grill, spatula, whip, mixing bowl, and tongs, prepare French toast. French toast must be golden brown, firm, not soggy, lightly crisped around edges, with no major portions of egg white or yolk appearing separately on bread.

TOOLS AND EQUIPMENT

Ingredients
Grill
Spatula
Whip
Mixing bowl
Tongs
Serving plate

11. **TASK:** Prepare crepes

320) PERFORMANCE OBJECTIVE

Given tools and equipment, formula, and ingredients, prepare crepes. Crepes must have uniform size and circular shape; crepes must be thin and flexible, and must be gold in color.

TOOLS AND EQUIPMENT

Shortening brush
Skillet
Stove
Mixer and mixer attachments
Scale and weights
Bowl
Open flame
Spatula
Spoon/ladle
Liquid measures
Scale scoop
Ingredient scoop
Pan holders
Pan/tray

12. **TASK:** Prepare omelettes

321) PERFORMANCE OBJECTIVE

Given a recipe and eggs at room temperature, milk, other necessary ingredients, a custard cup, two mixing bowls, a spoon, a beater or whisk, a heavy skillet, an egg turner, and a hot serving platter, prepare omelette. Omelette must be uniformly medium brown in color on the outside, soft and creamy on the inside, and light and fluffy in texture.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Two mixing bowls
Beater or whisk
Egg turner
Eggs
Custard cup
Spoon
Heavy skillet
Serving platter

13. TASK: Prepare souffles

322) PERFORMANCE OBJECTIVE

Given a standard recipe, flour, salt, sugar, eggs, oil, souffle dish, measuring cups and spoons, sifter, beater or mixer, mixing bowl and spoon, prepare souffle. Finished souffle must be light, fluffy, and lightly browned on top.

TOOLS AND EQUIPMENT

Souffle dish
Measuring cup
Spoons
Sifter
Beater or mixer
Mixing bowl and spoon

## X. DUTY: PREPARING AND COOKING ENTREES

1. TASK: Braise/stew meats

323) PERFORMANCE OBJECTIVE

Given a recipe, flour, liquid, fat, spices, seasoning, vegetables, spoon, range, brazier with cover, serving pan, strainer, and cheesecloth, braise/stew meats. The meat must be evenly brown, tender, moist, have a fresh taste, and maintain an internal temperature of 180F. The sauce must be smooth, shiny, have a rich brown color and a flowing consistency; it must be hot, fresh, and flavorful and be of specified thickening.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Spoon
Range
Brazier with cover
Serving pan
Strainer
Cheesecloth

2. TASK: Braise fowl

324) PERFORMANCE OBJECTIVE

Given a recipe, flour, spices, seasoning, vegetable, fat, liquid, spoon, range brazier with cover, serving pan, strainer, and cheesecloth, braise/stew a fowl. The fowl must be light brown, tender, moist, have a fresh taste, and maintain attachment to bones. The sauce must be smooth, have an appropriate color and a flowing consistency. It must be hot, fresh, and flavorful, and contain necessary amounts of vegetables.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Strainer
Range brazier with cover
Serving pan
Cheesecloth

3. TASK: Broil fish

325) PERFORMANCE OBJECTIVE

Given fish, oil, seasoning, broiler, fish rack or sizzle platter, warm plate, and garnish, broil a fish (portion). The fish must be moist, flaky, evenly browned, fresh, hot, and flavorful.

TOOLS AND EQUIPMENT

Fish
Oil
Seasonings
Broiler
Fish rack
Sizzle platter
Warm plate

4. TASK: Broil meats

326) PERFORMANCE OBJECTIVE

Given meat, oil, seasoning, broiler, tongs, warm plate, garnish, and broiler brush, broil meat. The meat must be browned evenly, moist, fresh, hot, flavorful, and cooked to the desired doneness.

TOOLS AND EQUIPMENT

Meat
Oil
Seasonings
Broiler
Tongs
Warm plate
Garnish
Broiler brush

5. TASK: Broil fowl

327) PERFORMANCE OBJECTIVE

Given fowl, oil, seasoning, broiler, tongs, sizzle platter, warm plate, garnish, and meat thermometer, broil fowl. The fowl must be browned evenly, moist, fresh, hot, flavorful, and cooked to an internal temperature of 190F.

TOOLS AND EQUIPMENT

Fowl
Seasoning
Tongs
Warm plate
Meat thermometer
Oil
Broiler
Sizzle platter
Garnish

6. **TASK:** Fry fish, meats, and fowl

328) PERFORMANCE OBJECTIVE

Given fish, meat, and/or fowl, breading, batter, seasoning, deep fat fryer, drain rack, brown paper, warm plate, and garnish, fry fish, meat, or fowl. The fish, meat, or fowl must be evenly golden brown, not greasy, hot, uniformly breaded or battered, and have crisp exterior and a fresh flavor.

TOOLS AND EQUIPMENT

Ingredients
Deep fat fryer
Drain rack
Brown paper
Warm plate
Garnish

7. **TASK:** Roast/bake meats

329) PERFORMANCE OBJECTIVE

Given a recipe, roasting pan, meat, seasoning, roasting/baking ingredients, oven, meat thermometer, strainer, serving platter, meat fork, and sauce tureen, roast/bake meat. The meat must be evenly browned, moist, tender, hot, and have a fresh flavor. It must be accurately cooked to the desired doneness, with a minimum of shrinkage. (4)

TOOLS AND EQUIPMENT

Recipe
Roasting pan
Meat
Ingredients
Meat thermometer
Serving platter
Meat fork
Sauce tureen
Seasoning
Oven
Strainer

8. TASK: Roast/bake fowl

330) PERFORMANCE OBJECTIVE

Given a recipe, fowl, seasoning, roasting pan with rack, oven, strainer, serving platter, meat thermometer, ladle, and meat fork, roast/bake fowl. The fowl must be evenly browned, hot, moist, tender, and have a fresh flavor. The internal temperature must reach 185F, with the fowl maintaining its characteristic shape.

TOOLS AND EQUIPMENT

Recipe
Fowl
Seasonings
Roasting pan with rack
Strainer
Meat thermometer
Ladle
Meat fork
Oven
Serving platter

9. TASK: Saute meats

331) PERFORMANCE OBJECTIVE

Given a recipe, meat, oil, seasoning, flour, saute pan, tongs, warm plate, and garnish, saute meat. The meat must be evenly browned, moist, not greasy, hot, seasoned, and have a fresh flavor.

TOOLS AND EQUIPMENT

Recipe
Meat
Seasonings
Saute pan
Warm plate
Garnish
Oil
Flour
Tongs

10. TASK: Bake fish

332) PERFORMANCE OBJECTIVE

Given a recipe, fish, oil or butter, seasoning, bread crumbs, sauce, liquid, appropriate size baking pan, spatula, warm plate, garnish, and range, bake fish. The fish must be lightly browned, tender, and not dry.

TOOLS AND EQUIPMENT

Recipe
Fish
Ingredients
Spatula
Garnish
Range
Baking dish
Warm plate

11. **TASK:** Grill meats

333) PERFORMANCE OBJECTIVE

Given a recipe, meat, oil, flour, seasoning, grill, warm plate, spatula, and garnish, grill meat. The meat must be evenly browned, cooked throughout to the desired doneness, unbroken, moist, not greasy, and have a fresh flavor.

TOOLS AND EQUIPMENT

Recipe
Oil
Seasonings
Warm plate
Garnish
Meat
Flour
Grill
Spatula

12. **TASK:** Poach fish

334) PERFORMANCE OBJECTIVE

Given a recipe, fish, poaching ingredients, fish poacher, strainer, skimmer or slotted spoon, warm plate or serving plate, and garnish, poach fish. The fish must be moist, flaky, not discolored, cooked through, unbroken, and hot.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Strainer
Warm plate or serving plate
Fish
Fish poacher
Skimmer or slotted spoon
Garnish

13. TASK: Stew/simmer fowl

335) PERFORMANCE OBJECTIVE

Given recipe, fowl, water, seasoning, carving knife, sauce pot, and fork, stew/simmer fowl. The fowl must be easy to cut, tender, juicy, but still remain intact.

TOOLS AND EQUIPMENT

Recipe
Fowl
Water
Seasoning
Carving knife
Sauce pot
Fork

14. TASK: Carve meat

336) PERFORMANCE OBJECTIVE

Given uncarved, cooked meat (such as pork, beef, or lamb), a sharp carving knife, a guarded handle fork, and a platter or cutting board, carve the meat. The cooked meat must be sliced uniformly in thickness and must be cut across the grain.

TOOLS AND EQUIPMENT

Meat
Carving knife
Guarded handle fork
Platter or cutting board
Knife sharpener

15. TASK: Carve fowl

337) PERFORMANCE OBJECTIVE

Given a baked chicken or turkey, a sharp carving knife, handle-guarded fork, and platter or cutting board, carve the fowl. The cooked fowl must be uniformly sliced in the direction of the grain.

TOOLS AND EQUIPMENT

Sharp carving knife
Handle-guarded fork
Platter or cutting board
Knife sharpener

16. **TASK:** Clean fish

338) PERFORMANCE OBJECTIVE

Given an uncleaned fish, newspapers, a sharp knife or boning knife, cutting board, a fish scaler, paper toweling, and easy access to running water, clean the fish. The fish must be free of scales, entrails, blood, viscera or membrane, head, tail, and fins.

TOOLS AND EQUIPMENT

Newspapers
Sharp knife or boning knife
Cutting board
Fish scaler
Paper toweling
Running water
Knife sharpener

17. **TASK:** Cut and portion fish

339) PERFORMANCE OBJECTIVE

Given clean raw fish, a sharp knife, cutting board, cut and portion fish. Fish must be cut smoothly and should not be torn or jagged.

TOOLS AND EQUIPMENT

Sharp knife
Cutting board
Knife sharpener

18. **TASK:** Devein shrimp

340) PERFORMANCE OBJECTIVE

Given fresh or cooked shrimp, a sharp knife, bowl, and pan, devein shrimp. The shrimp must remain intact with shell and vein completely removed.

TOOLS AND EQUIPMENT

Sharp knife
Bowl
Pan
Knife sharpener

19. TASK: Shuck oysters

341) PERFORMANCE OBJECTIVE

Given raw or cooked oysters in the shell, hand protection, a shucking knife, container for shells, and bowl, shuck oysters. The oyster should be removed from the shell intact and be free from grit, dirt, or bits of shell.

TOOLS AND EQUIPMENT

Hand protection
Shucking knife
Container for shells
Bowl

20. TASK: Bake casseroles

342) PERFORMANCE OBJECTIVE

Given a recipe and necessary ingredients, a cutting board, a carving knife, a mixing bowl and spoon, and a baking dish with lid, make a casserole using a meat, seafood, or a fowl. The casserole must be thoroughly cooked, must be free of bones or bone slivers, and must be free of spillovers and scorching.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Cutting board
Carving knife
Mixing bowl
Mixing spoon
Baking dish with lid

21. TASK: Make pizza

343) PERFORMANCE OBJECTIVE

Given a recipe, ingredients, pizza pan or cookie sheet with sides, bowl, stockpot or saucepan, can opener, rubber scraper, measuring equipment, mixer, thermometer and dough container, make pizza. The pizza is ready when crust is lightly brown and cooked thoroughly, cheese is melted and other toppings are not dry.

TOOLS AND EQUIPMENT

Recipe
Pizza pan/cookie sheet with sides
Dough container
Thermometer
Can opener
Measuring equipment
Ingredients
Bowl
Mixer
Stockpot or saucepan
Rubber scraper

22. TASK: Make bread stuffing/dressing

344) PERFORMANCE OBJECTIVE

Given a recipe, ingredients, item to be stuffed on roasting pan, measuring utensils, skillet, knife, large round bowl, and mixing spoon, make bread stuffing/dressing. The stuffing must be golden brown on the exposed surface, heated throughout, and moist.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Measuring utensils
Pan
Skillet
Knives
Large round bowl
Mixing spoon

23. TASK: Bread/batter foods

345) PERFORMANCE OBJECTIVE

Given prepared breading/batter, dish spoon, wax paper, bread/batter foods. Food must be evenly and lightly coated with bread or batter.

TOOLS AND EQUIPMENT

Ingredients
Dish
Spoon
Wax paper

## Y. DUTY: PREPARING MISCELLANEOUS FOOD AND BEVERAGES

1. TASK: Prepare cooked puddings

346) PERFORMANCE OBJECTIVE

Given recipe, necessary ingredients, measuring cups/spoons, a double boiler, a wooden spoon, and dessert molds or bowls, prepare a cooked pudding. The pudding must be velvety smooth throughout and must be delicate, yet firm enough to hold shape of mold when turned from it.

TOOLS AND EQUIPMENT

Recipe
Ingredients
Measuring cups/spoons
Double boiler
Wooden spoon
Dessert molds or bowls

2. TASK: Prepare custards

347) PERFORMANCE OBJECTIVE

Given a recipe and necessary ingredients, a mixing bowl, spoon, measuring cups and spoons, a saucer, custard cups, knife, baking pan, and double boiler, prepare a baked/boiled custard. The custard must be smooth, moist and thickened and not show signs of separation or watery liquid from coagulated custard.

TOOLS AND EQUIPMENT

Recipe
Mixing bowl
Measuring cups
Saucer
Knife
Double boiler
Ingredients
Spoon
Measuring spoons
Custard cups
Baking pan

3. TASK: Garnish foods

348) PERFORMANCE OBJECTIVE

Using serving plates, platters, pans, trays, mirrors, etc., garnish foods for attractive presentation.

TOOLS AND EQUIPMENT

Serving plates
Platters
Pans
Trays
Mirrors
Garnishes

4. TASK: Prepare gelatin products

349) PERFORMANCE OBJECTIVE

Given bowls, spoons, recipe, ingredients, and gelatin, prepare gelatin products. Gelatin must be firm and smooth.

TOOLS AND EQUIPMENT

Bowls
Spoons
Recipe
Ingredients
Gelatin
Range
Measuring cups

Z. DUTY: ORGANIZING AND PLANNING

1. TASK: Order food items and kitchen supplies

350) PERFORMANCE OBJECTIVE

Given pencil, paper, order sheets, adding machine or calculator and telephone, order food items and kitchen supplies. Order must be complete, insuring that there is a sufficient number of each item on hand as needed. Items must be ordered at the best price available for type and quality of product and promptness of delivery.

TOOLS AND EQUIPMENT

Pencil
Paper
Order sheets
Calculator
Telephone
Computer terminal
Telephone numbers

2. TASK: Receive incoming food items and kitchen supplies

351) PERFORMANCE OBJECTIVE

Given pencil, invoice, and incoming merchandise, receive incoming food items and kitchen supplies. Delivery person must be supervised at all times as items are delivered. Pricing must be correct. All items must meet specification for quality and quantity with nothing damaged. Salesman must be called to report missing or damaged items. Stock must be rotated to use older items first. All items requiring refrigeration must be received properly and refrigerated.

TOOLS AND EQUIPMENT

Pencil
Invoice
Merchandise
Thermometer

3. TASK: Schedule food production

352) PERFORMANCE OBJECTIVE

Given pencil, menu, products, recipes, and access to kitchen, schedule food production. Menu must be checked to be sure everything that is needed is available. Work areas must be safe, clean, and sanitary. All food production must be scheduled so that everything is ready to serve at the same time. All food items must be fresh and at appropriate temperature.

TOOLS AND EQUIPMENT

Pencil
Menu
Products
Recipes
Thermometer

4. TASK: Season cookware

353) PERFORMANCE OBJECTIVE

Given cookware, seasoning and access to kitchen, season cookware. Cookware must be clean and seasoned to establishment's specifications. Food must not stick to seasoned cookware.

TOOLS AND EQUIPMENT

Cookware
Oil/shortening
Clean cloth
Range or grill

5. TASK: Plan menus

354) PERFORMANCE OBJECTIVE

Using food availability, records, nutrition information, budget parameters and client-type, plan menus. Menus are nutritious and provide an appropriate variety of food items.

TOOLS AND EQUIPMENT

Food lists
Records of establishment
Pencil
Paper
Nutrition information
Budget
Client data
Computer terminal

AA DUTY: USING BASIC FOOD SERVICE PROCEDURES

1. TASK: Operate equipment

355) PERFORMANCE OBJECTIVE

Given piece of equipment and equipment instructions or supervisor's direction, operate equipment in a proper and safe manner according to laws and regulations.

TOOLS AND EQUIPMENT

Equipment
Instructions

2. TASK: Sharpen cutlery

356) PERFORMANCE OBJECTIVE

Given knives, steel, stone, oil, and cutting board sharpen cutlery. Sharpened knives must slice foods easily. They must be free of rust, evenly sharpened and clean.

TOOLS AND EQUIPMENT

Knives
Steel
Stone
Oil
Cutting board

3. TASK: Learn cooking terms

357) PERFORMANCE OBJECTIVE

Using available resource materials, learn cooking terms. Terms are understood and can be applied when using a recipe.

TOOLS AND EQUIPMENT

Industry dictionaries
Resource materials
Recipe books

4. TASK: Convert recipes

358) PERFORMANCE OBJECTIVE

Using a standardized recipe and the number of servings needed to meet production requirements, convert recipe accurately.

TOOLS AND EQUIPMENT

Recipes
Conversion chart
Calculator
Computer terminal
Pencil
Paper

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# TASK INVENTORY FOR SPECIFIC SKILLS

## HOTEL/MOTEL WORK

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| | 4. | Dust wooden furnishings | 362 |
| | 5. | Polish wooden furnishings | 363 |
| | 6. | Spot-clean wooden furnishings | 364 |
| | 7. | Vacuum woodwork | 365 |
| | 8. | Wash painted woodwork | 366 |
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| CC | | CLEANING AND POLISHING METAL SURFACES | |
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| | 2. | Clean stainless steel surfaces | 369 |
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| | 4. | Dust metal surfaces | 371 |
| | 5. | Polish silverware | 372 |
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| | 3. | Clean light fixtures | 375 |
| | 4. | Clean marble surfaces | 376 |
| | 5. | Clean mirrors | 377 |
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| | 7. | Clean textured glass surfaces | 379 |
| EE | | CLEANING PLASTIC SURFACES | |
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| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| | 5. | Dust vinyl upholstered furniture using a vacuum cleaner | 387 |
| | 6. | Dust vinyl upholstered furniture using a dust cloth | 388 |
| | 7. | Remove spots from upholstered furniture | 389 |
| | 8. | Vacuum draperies, curtains, and shades | 390 |
| | 9. | Vacuum upholstered furniture | 391 |
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| GG | | CLEANING WALL SURFACES | |
| | 1. | Clean painted walls | 393 |
| | 2. | Clean paneled walls | 394 |
| | 3. | Clean washable wall surfaces | 395 |
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| | 3. | Shampoo rugs/carpets | 398 |
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| | 6. | Wax floors by hand | 401 |
| | 7. | Wax floors using an electric floor polisher | 402 |
| | 8. | Apply floor sealer | 403 |
| | 9. | Burnish wax with buffer | 404 |
| | 10. | Clean tile floors | 405 |
| | 11. | Clean cove molding | 406 |
| | 12. | Remove gum from floor by hand | 407 |
| | 13. | Remove marks from floor using buffer | 408 |
| | 14. | Remove water from floor using wet/dry vacuum | 409 |
| | 15. | Scrub floors by hand | 410 |
| | 16. | Scrub floors by using buffer | 411 |
| | 17. | Strip floor wax using scrubbing machine | 412 |
| | 18. | Remove gum from carpet | 413 |
| | 19. | Remove heavy soil from carpet | 414 |
| | 20. | Spot clean carpet | 415 |
| II | | CLEANING SPECIAL PROBLEM AREAS | |
| | 1. | Arrange clothing in storage areas | 416 |
| | 2. | Change shelf paper | 417 |

| DUTY NO | TASK NO | TASK DESCRIPTION | CROSS REFERENCE PERFORMANCE OBJECTIVE |
|---|---|---|---|
| | 3. | Clean permanent type heat and air condition filters | 418 |
| | 4. | Clean disposable heat and air conditioning filters | 419 |
| | 5. | Hand clean heat/air conditioning vents | 420 |
| | 6. | Vacuum clean heat/air conditioning vents | 421 |
| | 7. | Clean trash containers | 422 |
| | 8. | Defrost refrigerator/freezer | 423 |
| | 9. | Remove mold and mildew | 424 |
| | 10. | Sweep outside areas (walks, patios, etc.) | 425 |
| | 11. | Clean fireplace and hearth | 426 |
| | 12. | Clean oven | 427 |
| JJ | | CLEANING AND MAINTAINING LINENS | |
| | 1. | Change bed linens | 428 |
| | 2. | Change table linens (tablecloths, napkins, placemats) | 429 |
| | 3. | Make beds | 430 |
| | 4. | Press linens | 431 |
| | 5. | Remove spots from table linens | 432 |
| | 6. | Store linens | 433 |
| | 7. | Wash bed and bath linens | 434 |
| | 8. | Wash blankets and bedspreads | 435 |
| | 9. | Wash table linens | 436 |
| KK | | LAUNDERING CLOTHES | |
| | 1. | Machine dry laundry | 437 |
| | 2. | Remove stains | 438 |

## BB DUTY: CLEANING WOODWORK

1. TASK: Clean varnished woodwork

359) PERFORMANCE OBJECTIVE

Given varnished woodwork, basic cleaning supplies and equipment, clean varnished woodwork removing all loose and bonded soil and scuff marks from the woodwork.

TOOLS AND EQUIPMENT

Wax
Polish
Cleaners
Sponge
Pail
Cloth

2. TASK: Clean wooden walls

360) PERFORMANCE OBJECTIVE

Given wooden walls and cleaning equipment, clean wooden walls. All loose soil from the wooden walls must be removed.

TOOLS AND EQUIPMENT

Vacuum cleaner
Dust mop
Cloth

3. TASK: Damp-wipe painted furniture

361) PERFORMANCE OBJECTIVE

Given painted furniture and cleaning supplies and equipment, damp-wipe painted furniture removing all soil and streaks.

TOOLS AND EQUIPMENT

Detergent
Household cleaners
Sponge
Cloth

4. TASK: Dust wooden furnishings

362) PERFORMANCE OBJECTIVE

Given wooden furnishings and a soft cloth, dust wooden furnishings, removing all dust.

TOOLS AND EQUIPMENT

Clean, soft cloth
Dusting product

5. TASK: Polish wooden furnishings

363) PERFORMANCE OBJECTIVE

Given wooden furnishings, polish and/or household solvent, and a soft cloth, polish the wooden furnishings. All dust, smudges, and cloudiness must be removed and gloss restored.

TOOLS AND EQUIPMENT

Furniture polish
Soft cloth

6. TASK: Spot-clean wooden furnishings

364) PERFORMANCE OBJECTIVE

Given wooden furnishings, cleaning products and supplies, spot-clean the furniture removing all soil and smudges

TOOLS AND EQUIPMENT

Polish
Soft cloth

7. TASK: Vacuum woodwork

365) PERFORMANCE OBJECTIVE

Given woodwork, vacuum cleaner and attachment, vacuum the woodwork removing all loose soil from the surface.

TOOLS AND EQUIPMENT

Vacuum cleaner with dusting tool

8. TASK: Wash painted woodwork

366) PERFORMANCE OBJECTIVE

Given painted woodwork, cleaning products and supplies, wash painted woodwork removing all soil.

TOOLS AND EQUIPMENT

Cleaning solution
Sponge

9. **TASK:** Wax wood surfaces

367) PERFORMANCE OBJECTIVE

Given wood surfaces, cleaning supplies and equipment, wax wood surfaces, providing a protective, glossy finish of wax that is clear, hard, and smooth.

TOOLS AND EQUIPMENT

Cleaner
Wax
Cloths
Fine brush

## CC DUTY: CLEANING AND POLISHING METAL SURFACES

1. TASK: Clean chromium surfaces

368) PERFORMANCE OBJECTIVE

Given cleaning supplies, clean chromium surfaces removing all greasy residue and soil from the surfaces.

TOOLS AND EQUIPMENT

Cleaning agent
Sponge
Disposable covers

2. TASK: Clean stainless steel surfaces

369) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean stainless steel surfaces, removing all stains, food particles, water spots, and grime.

TOOLS AND EQUIPMENT

Cleaning agents
Sponge
Towel

3. TASK: Dust metal blinds

370) PERFORMANCE OBJECTIVE

Given cleaning tools and equipment, dust metal blinds, removing all dust, soil, and cobwebs.

TOOLS AND EQUIPMENT

Clean, soft cloths
Vacuum

4. TASK: Dust metal surfaces

371) PERFORMANCE OBJECTIVE

Given dusting supplies, tools and equipment, dust metal surfaces, removing all dust.

TOOLS AND EQUIPMENT

Cleaning product
Vacuum cleaner
Clean, damp cloth

5. TASK: Polish silverware

372) PERFORMANCE OBJECTIVE

Given silver, silver polish, and cleaning supplies, polish the silverware removing all tarnish that is not a part of the design.

TOOLS AND EQUIPMENT

Silver polish
Paper towels
Lint-free cloth

## DD DUTY: CLEANING GLASS AND PORCELAINIZED SURFACES

1. TASK: Clean ceramic surfaces

373) PERFORMANCE OBJECTIVE

Given ceramic surfaces and the necessary supplies, clean ceramic surfaces, removing all stains, soils, and scuff marks.

TOOLS AND EQUIPMENT

Cleaning solution
Soft cloth

2. TASK: Clean glass panes (window, door)

374) PERFORMANCE OBJECTIVE

Given windows, doors, and the necessary cleaning supplies and equipment, clean the glass panes, removing all soil, lint, and streaks.

TOOLS AND EQUIPMENT

Cleaning solution
Damp cloth
Lint-free cloth/newspaper

3. TASK: Clean light fixtures

375) PERFORMANCE OBJECTIVE

Given light fixtures, necessary cleaning supplies and equipment, clean the light fixtures removing all soil, tarnish, stains, and insects.

TOOLS AND EQUIPMENT

Cleaning solution
Soft, lint-free cloth

4. TASK: Clean marble surfaces

376) PERFORMANCE OBJECTIVE

Given necessary cleaning supplies and equipment, clean marble surfaces, removing all spots, stains, and streaks from the surfaces.

TOOLS AND EQUIPMENT

Marble polish
Cleaner
Brush
Lint-free cloths

5. **TASK:** Clean mirrors

377) PERFORMANCE OBJECTIVE

Given mirrors, glass cleaner and necessary supplies, clean the mirrors, removing all spots, soil, and streaks.

TOOLS AND EQUIPMENT

Dusting cloth
Glass cleaner
Lint-free, soft cloth
Paper towels
Newspapers

6. **TASK:** Clean porcelain surfaces

378) PERFORMANCE OBJECTIVE

Given porcelain surfaces and the necessary cleaning supplies and equipment, clean the porcelain surfaces removing all spots, scuff marks, stains, and streaks to restore gloss.

TOOLS AND EQUIPMENT

Cleaner
Cloths
Sponge

7. **TASK:** Clean textured glass surfaces

379) PERFORMANCE OBJECTIVE

Given textured glass surfaces and the necessary cleaning supplies, clean the textured glass surface, removing all spots, stains, rust, and soil.

TOOLS AND EQUIPMENT

Cleaner
Protective floor covering
Soft bristle brush
Cloths
Sponge

## EE DUTY: CLEANING PLASTIC SURFACES

1. **TASK:** Clean plastic counter surfaces

380) PERFORMANCE OBJECTIVE

Given the necessary supplies, clean the plastic counter surfaces, removing all spots, stains, and soils.

TOOLS AND EQUIPMENT

Nonabrasive cleaner
Cloths
Brush
Sponge

2. **TASK:** Clean plastic wall surfaces

381) PERFORMANCE OBJECTIVE

Given the necessary cleaning supplies, clean the plastic wall surfaces, removing all spots, stains, soil, and streaks.

TOOLS AND EQUIPMENT

Cleaner
Sponges
Cloths
Floor covering
Container

3. **TASK:** Damp-wipe plastic surfaces

382) PERFORMANCE OBJECTIVE

Given the necessary supplies, damp-wipe the plastic surfaces removing all dust, water, water soluble spots, and stains.

TOOLS AND EQUIPMENT

Cloths
Sponges

## FF DUTY: CLEANING FABRIC SURFACES

1. TASK: Damp-wipe leather furniture

383) PERFORMANCE OBJECTIVE

Given the necessary supplies, damp-wipe the leather furniture, removing all dust, soil, and water soluble spots.

TOOLS AND EQUIPMENT

Cloths
Sponges
Protective floor coverings

2. TASK: Damp-wipe vinyl furniture/furnishings

384) PERFORMANCE OBJECTIVE

Given the necessary supplies, damp-wipe the vinyl furniture/furnishings, removing all dust, soil, water soluble spots, and streaks.

TOOLS AND EQUIPMENT

Sponge
Container of warm water
Cleaner
Soft cloths

3. TASK: Dust leather furniture using a vacuum cleaner

385) PERFORMANCE OBJECTIVE

Given the necessary supplies and equipment, dust the leather furniture using a vacuum cleaner, remove all dust.

TOOLS AND EQUIPMENT

Vacuum cleaner
Dusting tool

4. TASK: Dust leather furniture using a dust cloth

386) PERFORMANCE OBJECTIVE

Given the necessary supplies and equipment, dust the leather furniture using a dust cloth, removing all dust.

TOOLS AND EQUIPMENT

Dust cloth
Furniture polish

5. TASK: Dust vinyl upholstered furniture using a vacuum cleaner

387) PERFORMANCE OBJECTIVE

Given a vacuum cleaner with a dusting tool attachment, dust the vinyl upholstered furniture using the vacuum cleaner, removing all dust.

TOOLS AND EQUIPMENT

Vacuum cleaner
Dusting tool

6. TASK: Dust vinyl upholstered furniture using a dust cloth

388) PERFORMANCE OBJECTIVE

Given the necessary supplies, dust the vinyl upholstered furniture using a dust cloth, removing all dust.

TOOLS AND EQUIPMENT

Dust cloth
Liquid polish

7. TASK: Remove spots from upholstered furniture

389) PERFORMANCE OBJECTIVE

Given a vacuum cleaner and other necessary supplies and equipment, remove all spots from the upholstered furniture.

TOOLS AND EQUIPMENT

Clean cloths
Soft brush
Vacuum cleaner
Commercial upholstery cleaner
Toothpicks

8. TASK: Vacuum draperies, curtains, and shades

390) PERFORMANCE OBJECTIVE

Given a vacuum cleaner, and cleaning tools and equipment, vacuum removing all dust and dirt.

TOOLS AND EQUIPMENT

Vacuum cleaner and attachments

9. **TASK:** Vacuum upholstered furniture

391) PERFORMANCE OBJECTIVE

Given a vacuum cleaner, vacuum upholstered furniture removing all surface lint, dust, and dirt.

TOOLS AND EQUIPMENT

Vacuum cleaner and attachments

10. **TASK:** Wash draperies and curtains

392) PERFORMANCE OBJECTIVE

Given washable draperies, curtains, and the necessary supplies and equipment, wash the draperies and curtains removing all spots, stains, and soil.

TOOLS AND EQUIPMENT

Basting thread
Soft bristle brush
Cloth
Sponge
Detergent/commercial drapery cleaner

## GG DUTY: CLEANING WALL SURFACES

1. TASK: Clean painted walls

393) PERFORMANCE OBJECTIVE

Given painted walls, paste and/or liquid paint cleaners, and household tools, clean painted walls removing all greasy film, soil, and marks from the painted walls without removing paint.

TOOLS AND EQUIPMENT

Wall brush
Vacuum cleaner
Broom sponges
Toweling
Pail
Mild soap
Chemical cleaner

2. TASK: Clean paneled walls

394) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean paneled walls, removing all soil, dust, and greasy film from paneled walls without destroying the original finish.

TOOLS AND EQUIPMENT

Commercial cleaner
Cloths
Detergent
Pail

3. TASK: Clean washable wall surfaces

395) PERFORMANCE OBJECTIVE

Given washable wall surfaces, cleaning supplies and equipment, clean washable wall surfaces, removing all dirt, finger marks, stains, greasy smudges, pencil and pen marks.

TOOLS AND EQUIPMENT

Cloths
Detergent/commercial cleaner
Sponge
Pail

## HH DUTY: CLEANING FLOORS AND FLOOR COVERINGS

1. TASK: Dust mop floors

396) PERFORMANCE OBJECTIVE

Given dust mop, dusting supplies, and vacuum cleaner, dust mop floors, removing all loose soil and dust from the floors.

TOOLS AND EQUIPMENT

Dust mop
Commercial solution spray
Vacuum cleaner

2. TASK: Mop finished floors

397) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, mop the finished floors removing all surface soil.

TOOLS AND EQUIPMENT

Mop
Cleaner

3. TASK: Shampoo rugs/carpets

398) PERFORMANCE OBJECTIVE

Given rugs/carpet, commercial carpet, or rug cleaner and vacuum cleaner, shampoo the rug/carpet removing all soil.

TOOLS AND EQUIPMENT

Shampoo
Vacuum cleaner
Commercial rug/carpet cleaner

4. TASK: Sweep floors

399) PERFORMANCE OBJECTIVE

Given a broom, carpet sweeper or electric broom, sweep the floor removing all loose soil raising as little dust as possible.

TOOLS AND EQUIPMENT

Broom
Carpet sweeper
Electric broom
Dust pan

5. **TASK:** Vacuum rugs/carpets

400) PERFORMANCE OBJECTIVE

Given a vacuum cleaner with a rug/carpet attachment, vacuum a rug/carpet removing all lint, surface litter and gritty soil accumulated in the rug/carpet fibers.

TOOLS AND EQUIPMENT

Vacuum cleaner with rug/carpet attachment
Carpet cleaner
Soil collection bags

6. **TASK:** Wax floors by hand

401) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, wax the floor by hand leaving no streaks, stickiness, or cloudiness, and buffing to a gloss.

TOOLS AND EQUIPMENT

Floor wax
Broom
Vacuum
Cleaner
Mop
Powdered floor cleaner
Cloths
Wax applicator

7. **TASK:** Wax floors using an electric floor polisher

402) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, wax the floor using an electric polisher leaving no streaks, stickiness, or cloudiness and buffing to a gloss.

TOOLS AND EQUIPMENT

Floor wax
Broom
Vacuum
Mop
Powdered floor cleaner
Electric polisher

8. **TASK:** Apply floor sealer

403) PERFORMANCE OBJECTIVE

Given a stripped, dry floor and necessary tools and materials, apply floor sealer. Floor can show no bubbles, blank places, or lint and dust specks. Surface must be clear with no discolorations.

TOOLS AND EQUIPMENT

Dust mop
Sealer
Applicator

9. **TASK:** Burnish wax with buffer

404) PERFORMANCE OBJECTIVE

Given a waxed floor needing buffing, burnish the wax with buffer. Floor must have overall clear, glossy appearance with no streaks or buff marks.

TOOLS AND EQUIPMENT

Buffer with soft brush or drive block
Soft buffing pad

10. **TASK:** Clean tile floors

405) PERFORMANCE OBJECTIVE

Given tools and equipment, clean tile floor. Floor must contain no gum or heavy soil or water marks on surface.

TOOLS AND EQUIPMENT

Cleaning solution
Mop

11. **TASK:** Clean cove molding

406) PERFORMANCE OBJECTIVE

Given an area of soiled cove moldings, tools and equipment, clean cove molding. Molding must be clear of heavy soil, stains, and dust so that no smudges show when wiped with a clean, dry cloth.

TOOLS AND EQUIPMENT

Brush
Cloths
Cleaning solution

12. **TASK:** Remove gum from floor by hand

407) PERFORMANCE OBJECTIVE

Given a floor having gum wads, and tools and equipment, remove gum from floor by hand. Floor must be clear of all gum wads and smears. Spot where gum was removed cannot show streaks.

TOOLS AND EQUIPMENT

Chalk

13. **TASK:** Remove marks from floor using buffer

408) PERFORMANCE OBJECTIVE

Given a marked floor, remove marks from floor using a buffer. Floor must be clear of all marks and have an even overall gloss.

TOOLS AND EQUIPMENT

Floor wax
Spray gun
Buffer

14. **TASK:** Remove water from floor using wet/dry vacuum

409) PERFORMANCE OBJECTIVE

Given a floor with standing water, and wet/dry vacuum, remove the water from the floor. All water must be removed from floor; there may be no "pooled" places. There can be no streaks.

TOOLS AND EQUIPMENT

Vacuum
Squeeze

15. **TASK:** Scrub floors by hand

410) PERFORMANCE OBJECTIVE

Given a soiled floor, scrub by hand. Floor must have thoroughly scrubbed or "bleached" look. There can be no stains on floor.

TOOLS AND EQUIPMENT

Cleaning solution
Corn broom
Hand brush
Mop

16. TASK: Scrub floors by using buffer

411) PERFORMANCE OBJECTIVE

Given a floor space to be scrubbed, and buffer, scrub the floor. Floor must have even, clean appearance with no "dirty water" streaks and no unscrubbed spots.

TOOLS AND EQUIPMENT

Buffer
Cleaning solution
Sponge
Hand brush
Mop

17. TASK: Strip floor wax using scrubbing machine

412) PERFORMANCE OBJECTIVE

Given a waxed floor to be stripped, strip the floor using a scrubbing machine. Floor must have an even "bleached" look. There can be no old wax spots, mop streaks, or scrub whorls.

TOOLS AND EQUIPMENT

Scrubbing machine
Cleaning solution
Vacuum
Mop

18. TASK: Remove gum from carpet

413) PERFORMANCE OBJECTIVE

Given a carpet holding gum wads, tools and equipment, remove the gum. Carpet must be free from gum.

TOOLS AND EQUIPMENT

Freo or dry ice
Putty knife
Solvent
Spray bottle

19. TASK: Remove heavy soil from carpet

414) PERFORMANCE OBJECTIVE

Given tools and equipment, remove heavy soil from carpet. Cleaned area must not show soil. Cleaned area must blend well with rest of carpet. Nap must be raised to match rest of carpet.

TOOLS AND EQUIPMENT

Heavy duty vacuum
Carpet mop
Mopping solution
Damp cloth
Sponge
Carpet rake

20. TASK: Spot clean carpet

415) PERFORMANCE OBJECTIVE

Given a carpet soiled in spots, spot clean the carpet. Carpet must be free from spots and carpet fibers must not be felted.

TOOLS AND EQUIPMENT

Detergent solution
Cloth
White absorbent material (facial tissue, toilet tissue, paper towels, clean cloth)
Spotting chart

## II DUTY: CLEANING SPECIAL PROBLEM AREAS

1. TASK: Arrange clothing in storage areas

416) PERFORMANCE OBJECTIVE

Given clothing, cleaning and storage supplies, arrange the clothing. The clothing must be arranged with the like items together.

TOOLS AND EQUIPMENT

Hangers
Storage bags
Boxes
Cleaning agents
Water container
Cleaning cloths

2. TASK: Change shelf paper

417) PERFORMANCE OBJECTIVE

Given a shelf, cleaning supplies and equipment, change the shelf paper, removing the old shelf paper, cleaning the shelf, and recovering the shelf with clean paper. The paper will be smooth and flat on the surface with all paper edges paralleled with shelf paper.

TOOLS AND EQUIPMENT

Cleaning agents
Vacuum
Sponge
Paper
Scissors
Dust cloths
Cloths
Disinfectant
Pencil

3. TASK: Clean permanent type heat and air condition filters

418) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean permanent type heat and air conditioning filters, removing all dust, dirt, grime, and lint.

TOOLS AND EQUIPMENT

Brush
Filter spray
Garden hose

4. TASK: Clean disposable heat and air conditioning filters

419) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean disposable heat and air conditioning filters, removing all dust, dirt, and lint from the filters.

TOOLS AND EQUIPMENT

Disposable paper
Vacuum cleaner
Vacuum

5. TASK: Hand clean heat/air conditioning vents

420) PERFORMANCE OBJECTIVE

Given cleaning supplies and tools, hand clean heat and air conditioning vents, removing all lint, oily grime, and dust from vents.

TOOLS AND EQUIPMENT

Paper
Step ladder
Screw driver
Brush
Sponge
Disposable towels

6. TASK: Vacuum clean heat/air conditioning vents

421) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean heat and air conditioning vents, removing all lint, oily grime, and dust from the vents.

TOOLS AND EQUIPMENT

Vacuum cleaner/attachment
Step ladder
Protective covering

7. TASK: Clean trash containers

422) PERFORMANCE OBJECTIVE

Given trash containers, cleaning supplies and equipment, clean the containers removing all food, paper, stains, dust, and odors from the inside and outside of the trash containers.

TOOLS AND EQUIPMENT

Rubber gloves
Disinfectant
Baking soda
Detergent
Brush
Garden hose
Plastic bags

8. TASK: Defrost refrigerator/freezer

423) PERFORMANCE OBJECTIVE

Given refrigerator/freezer and cleaning supplies, defrost refrigerator/freezer removing all ice, food spots, molds, stains, and odors and replace removable parts and foods.

TOOLS AND EQUIPMENT

Baking soda
Narrow brush
Rubber gloves
Pencil
Paper
Soft cloth
Sponge

9. TASK: Remove mold and mildew

424) PERFORMANCE OBJECTIVE

Given molded and mildewed surfaces, cleaning supplies and equipment, remove all mold and mildew.

TOOLS AND EQUIPMENT

Commercial cleaner
Broom
Rubber gloves
Sponge
Vacuum cleaner
Towel
Pail
Chlorine bleach

10. TASK: Sweep outside areas (walks, patios, etc.)

425) PERFORMANCE OBJECTIVE

Given outside area, cleaning supplies and tools, sweep all trash and debris from the walk, patio, etc.

TOOLS AND EQUIPMENT

Broom
Dust pan
Shovel
Trash bag

11. **TASK:** Clean fireplace and hearth

426) PERFORMANCE OBJECTIVE

Given cleaning supplies and equipment, clean fireplace and hearth, removing all ashes, soot, dust, and dirt.

TOOLS AND EQUIPMENT

Protective floor covering
Broom
Dust pan
Detergent
Brush
Container
Shovel

12. **TASK:** Clean oven

427) PERFORMANCE OBJECTIVE

Given commercial oven cleaner, supplies and equipment, clean oven, removing all burned-on food and stains from the inside walls of the oven, inside the door, and the outside of the oven door.

TOOLS AND EQUIPMENT

Commercial oven cleaner
Rubber gloves
Cleaning pads
Disposable floor covering
Cloths

## JJ DUTY: CLEANING AND MAINTAINING LINENS

1. TASK: Change bed linens

428) PERFORMANCE OBJECTIVE

Given bed with linens on it and stored clean linens, aired blankets, pillows, and bedspreads, change bed linens, removing all soiled linens and replace them with clean linens. The clean linens on the bed must be wrinkle free and tightly fitted with the pillows fluffed and the spread hanging evenly on the bottom end and sides of the bed.

TOOLS AND EQUIPMENT

Clean linens

2. TASK: Change table linens (tablecloths, napkins, placemats)

429) PERFORMANCE OBJECTIVE

Given soiled table linens, clean table linens and the necessary supplies, change table linens, removing all soiled linens and replacing them with clean linens on a clean table surface. The linens must be aligned with the table lines and curves.

TOOLS AND EQUIPMENT

Clean tablecloths
Cloths
Water
Detergent
Clean napkins
Clean placemats

3. TASK: Make beds

430) PERFORMANCE OBJECTIVE

Given unmade beds, make beds, adjusting linens, blankets, spreads, and pillows on the bed so pillows are fluffed, linens are wrinkle-free and on straight, and the spread covers the blanket, sheets, and pillows.

TOOLS AND EQUIPMENT

Spot cleaner

4. TASK: Press linens

431) PERFORMANCE OBJECTIVE

Given clean linens, equipment and supplies, press the linens removing all wrinkles and straightening the fabric grain.

TOOLS AND EQUIPMENT

Steam iron
Ironing board
Water

5. TASK: Remove spots from table linens

432) PERFORMANCE OBJECTIVE

Given cleaning supplies, equipment and spot removal chart, remove all spots from table/bed linens.

TOOLS AND EQUIPMENT

Stain removal chart
Bowl
Towel
Spot remover
Cloth

6. TASK: Store linens

433) PERFORMANCE OBJECTIVE

Given clean linens and a storage area, smooth, fold, and store the linens with the edges parallel with the edge of the storage area, arranging all like items together.

TOOLS AND EQUIPMENT

Clean linens

7. TASK: Wash bed and bath linens

434) PERFORMANCE OBJECTIVE

Given soiled linens, washing equipment, and cleaning supplies, wash the bed and bath linens removing all soil and restoring a clean appearance.

TOOLS AND EQUIPMENT

Stain removal chart
Detergent
Measuring device
Washing machine
Dryer

8. TASK: Wash blankets and bedspreads

435) PERFORMANCE OBJECTIVE

Given soiled blankets and bedspreads, cleaning supplies and equipment, wash the blankets and bedspreads removing all soil and stains.

TOOLS AND EQUIPMENT

Stain removal chart
Stain remover
Detergent
Measuring device
Washer
Dryer
Clothes line

9. TASK: Wash table linens

436) PERFORMANCE OBJECTIVE

Given soiled table linens, cleaning supplies and equipment, wash linens removing all soil.

TOOLS AND EQUIPMENT

Stain removal chart
Stain remover
Detergent
Measuring device
Washer
Dryer
Clothes line

KK DUTY: LAUNDERING CLOTHES

1. TASK: Machine dry laundry

437) PERFORMANCE OBJECTIVE

Given clean, damp laundry and automatic dryer, dry the laundry removing sufficient moisture from the laundry. The laundry machine should be completely dry or of dampness desired for ironing and free from unnecessary wrinkles.

TOOLS AND EQUIPMENT

Dryer
Hangers

2. TASK: Remove stains

438) PERFORMANCE OBJECTIVE

Given stained clothing, supplies and equipment, and a stain removal chart, remove all stains from clothing.

TOOLS AND EQUIPMENT

Stain removal chart
Stain remover
Soap
Detergent
Hangers
Washer
Dryer

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HOTEL/MOTEL
TOOLS AND EQUIPMENT

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FOOD/BEVERAGE
TOOLS & EQUIPMENT

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| Scissors | .46 |
| Scrubber | .93 |
| Seasonings | 7.98 |
| Serrated-edged knife | .93 |
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| Service tray/stand | .46 |
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| Shelving | .46 |
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| Shredder | .46 |
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| Skillet/grill | 4.69 |
| Skimmer or slotted spoon | 1.40 |
| Slicer | 1.40 |
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| Soap | .93 |
| Soufflé dishes | .93 |
| Soup spoon | .46 |
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| Spatulas | 23.94 |
| Sponge | 2.81 |
| Spray bottle | .46 |
| State Health Standards | .46 |
| Steam kettle | .46 |
| Steamer | .46 |
| Stock items | .93 |
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| Strainer | 7.51 |
| Sugar | .46 |
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| Summary sheets | .46 |
| Supplies | .93 |
| Sweepers | .46 |
| Table | .93 |
| Take out containers | 1.40 |
| Telephone | 2.34 |
| Thermometer | 2.81 |
| Three-compartment sink | .93 |
| Toaster | .93 |
| Tongs | 2.81 |
| Tools | .46 |
| Toothpicks (fancy) | .46 |
| Trays | .93 |
| Turntable | .46 |
| Urn | .46 |
| Utensils | .46 |
| Vacuum | 1.40 |
| Vacuum coffee maker | .46 |
| Vegetable brush | 3.75 |
| Vegetable peeler | .93 |
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| Vertical cutting machine | .46 |
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| Waffle baker | .46 |
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| Warmer | .46 |
| Warning signs | .93 |
| Washing machine | .46 |
| Water | 2.34 |
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| Wax paper | .46 |
| Wax paper squares | .93 |
| Whole grain cereal | .46 |
| Wire whips | 8.92 |

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Note: In addition, food items would be properly refrigerated and cooked using the proper equipment.

LEISURE/PARKS
TOOLS AND EQUIPMENT

| | | | |
|---|---|---|---|
| Accident records | 1.96 | Cutting equipment | 1.96 |
| Activities list | 1.96 | Demographic data | 5.88 |
| Activity data | 1.96 | Digging tools | 1.96 |
| Agency/company procedures manual | 35.29 | Drift boats | 1.96 |
| Agency/company program goals | 31.33 | Drill | 3.92 |
| Auto/truck communication device | 1.96 | Drill press | 1.96 |
| Automobile | 5.88 | Equipment manuals | 13.72 |
| Backpack | 1.96 | Facility list | 1.96 |
| Baseball bat | 1.96 | Film projector | 1.96 |
| Budget sheets | 3.92 | First aid equipment | 1.96 |
| Building standards/codes | 1.96 | First aid manual | 1.96 |
| Calculator | 7.84 | Flashlight/spotlight | 5.88 |
| Camera | 1.96 | Football equipment | 1.96 |
| Canoe | 1.96 | Gas | 1.96 |
| Chain saw | 5.88 | Hammer | 1.96 |
| Checklists | 1.96 | Inventory sheets | 1.96 |
| Citation manual | 1.96 | Jet boats | 1.96 |
| Citations | 1.96 | Kayaks | 1.96 |
| Cleaning equipment | 1.96 | Lawn mowers and accessories | 5.88 |
| Cleaning fluid | 1.96 | Life Preservers | 1.96 |
| Cleaning tools | 1.96 | Light truck | 1.96 |
| Clippers | 1.96 | Maintenance manuals | 1.96 |
| Cloths | 1.96 | Maps | 5.88 |
| Company fiscal information | 1.96 | Marking pens | 1.96 |
| Company resource material | 1.96 | Megaphone | 1.96 |
| Company/agency budget guidelines policy manual | 5.88 | Microphone | 7.84 |
| | | Motorboat | 1.96 |
| Company/agency contracting policies | 1.96 | Movie Projector | 1.96 |
| | | Movies | 1.96 |
| Computer terminal | 29.41 | Music equipment | 1.96 |
| Costumes | 1.96 | Nails | 1.96 |
| Craft supplies | 1.96 | Nuts, bolts, screws | 1.96 |

| | | | |
|---|---|---|---|
| Off-road vehicles | 1.96 | Shovel | 3.92 |
| Oil | 1.96 | Slide projector | 3.92 |
| Other agencies/companies plans | 1.96 | Snow cats and accessories | 1.96 |
| Overhead projector | 3.92 | Snowmobiles and accessories | 1.96 |
| Paper | 70.58 | Soccer balls | 1.96 |
| Passenger vehicles | 1.96 | Sports equipment | 1.96 |
| Pen/Pencil | 72.54 | Spraying equipment | 1.96 |
| Personal security weapon | 1.96 | Stretcher | 1.96 |
| Plow | 1.96 | Survey forms | 1.96 |
| Population data | 1.96 | Technical resource manuals | 1.96 |
| Portable hand held communi cative device | 1.96 | Telephone | 19.60 |
| | | Telephone Book | 1.96 |
| Poster board | 1.96 | Tennis rackets | 1.96 |
| Power saws | 1.96 | Testing supplies/equipment | 1.96 |
| Product catalogs | 1.96 | Tire jack | 1.96 |
| Promotional materials | 1.96 | Tool Manuals | 1.96 |
| Radio transmitter | 1.96 | Tractor and accessories | 1.96 |
| Rafts | 1.96 | Trail standards | 1.96 |
| Rake | 1.96 | Transparencies | 3.92 |
| Recreation inventory | 3.92 | Tree trimmer | 1.96 |
| Reference books | 1.96 | Truck | 3.92 |
| Reflector vest | 1.96 | Utility manuals | 11.76 |
| Revenue records | 1.96 | Vehicle manuals | 1.96 |
| Road manual | 1.96 | Vehicle/equipment use records | 1.96 |
| Rope | 1.96 | Video Cassette Recorder | 1.96 |
| Rules and regulations | 1.96 | Video Tapes | 1.96 |
| Safety manual | 1.96 | Video recorder | 1.96 |
| Sailboats | 1.96 | Visitor use/trend data | 1.96 |
| Sander | 1.96 | Wall Charts | 1.96 |
| Schedule of activities | 1.96 | Weed eaters | 1.96 |
| Scheduling forms | 1.96 | Welding equipment | 1.96 |
| Scrapers | 1.96 | Whistle | 3.92 |
| Screwdriver | 3.92 | Wrench | 1.96 |

TRAVEL/TOURISM
TOOLS AND EQUIPMENT

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| Accession logs/ledgers/ registries | 1.28 |
| Account sheets | 1.28 |
| Accounting program/procedures | 1.28 |
| Activity records | 1.28 |
| Addressee information | 1.28 |
| Advertising tools | 1.28 |
| Anticipated work flow | 1.28 |
| Articles | 1.28 |
| Audiovisual materials | 3.84 |
| Auto tool kits | 1.28 |
| Automobile | 1.28 |
| Bank forms | 1.28 |
| Bid proposals | 2.56 |
| Blackboard | 1.28 |
| Blueprints | 1.28 |
| Brochure proof | 1.28 |
| Brochures | 19.23 |
| Budget allocation | 7.69 |
| Budget sheets | 1.28 |
| Business cards | 1.28 |
| Calculator | 19.23 |
| Calendar | 8.97 |
| Cancelled checks | 1.28 |
| Cash flow records | 1.28 |
| Cash register readings | 1.28 |
| Cash summary report | 1.28 |
| Catalogs | 1.28 |
| Check record | 1.28 |
| Clean cloth | 1.28 |
| Client specifications | 1.28 |
| Client/customer records | 1.28 |
| Company forms | 2.56 |
| Company functions and goals | 3.84 |
| Company organizational chart | 1.28 |
| Company policy/procedures | 15.38 |
| Computer terminal/software | 57.69 |
| Consultation reports | 1.28 |
| Contract services/directory | 1.28 |
| Contracts | 1.28 |
| Copy | 1.28 |
| Copy machine | 1.28 |
| Criteria for prioritization | 1.28 |
| Current cost-per-copy figures for each graphic reproduction process available | 1.28 |
| Current workloads | 1.28 |
| Data | 5.12 |
| Date stamp | 1.28 |
| Department/facility policy/ automated, mechanical procedures | 1.28 |
| Departmental production capabilities | 1.28 |
| Deposit record | 1.28 |
| Diagnostic reports | 1.28 |
| Dimensions and physical features of an office | 1.28 |
| Display racks | 2.56 |
| Document | 1.28 |
| Employee applications | 1.28 |
| Employee list | 1.28 |
| Employee's personnel file | 2.56 |
| Envelopes | 1.28 |

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| Expense reports | 2.56 |
| Facilities directory | 10.25 |
| Facility maps | 1.28 |
| Fan belts | 1.28 |
| Fee schedule | 1.28 |
| File cabinet | 1.28 |
| File dividers | 1.28 |
| File folders | 3.84 |
| Flashlight | 1.28 |
| Flipchart | 2.56 |
| Forms | 5.12 |
| Fuel | 1.28 |
| Function record | 1.28 |
| General traffic patterns | 1.28 |
| Hammer/screw driver | 1.28 |
| Index cards | 1.28 |
| Information/data | 5.12 |
| Inventory | 1.28 |
| Inventory sheets | 1.28 |
| Job classifications | 1.28 |
| Job description manual | 2.56 |
| Knowledge of business | 1.28 |
| Labels | 1.28 |
| List of duties | 1.28 |
| List of employees | 1.28 |
| List of furniture and equipment required | 1.28 |
| List of interview questions | 1.28 |
| List of topics | 1.28 |
| Listing of specialized services | 1.28 |
| Listing of tour operators | 1.28 |
| Location for meeting | 1.28 |
| Lodging directory | 1.28 |
| Log books | 2.56 |
| Mail | 1.28 |
| Mail registers (incoming and outgoing) | 1.28 |
| Maps | 6.41 |
| Materials | 2.56 |
| Materials to be reproduced | 1.28 |
| Medical record files/cabinet | 1.28 |
| Medical record folders | 1.28 |
| Meeting schedule | 1.28 |
| Microphone | 1.28 |
| Monthly bank statements | 1.28 |
| Names and pending arrival times of guests | 1.28 |
| News items | 2.56 |
| Newspaper directory | 1.28 |
| Number control index | 1.28 |
| Number machine | 1.28 |
| Office manual or employee instruction book | 2.56 |
| Office supplies | 1.28 |
| Oil/oil filters | 1.28 |
| Operating budget | 1.28 |
| Order forms | 1.28 |
| Organization goals | 1.28 |
| Overhead projector | 2.56 |
| Paper | 55.12 |
| Paper clips | 1.28 |
| Patient discharge summaries | 1.28 |
| Patient index cards | 1.28 |
| Patient index file (card file) drawer, colored file flags | 1.28 |
| Patient medical histories | 1.28 |
| Pencil/pen | 75.64 |
| Performance goals | 1.28 |
| Photographer | 1.28 |
| Physicians progress notes | 1.28 |
| Posters | 1.28 |
| Program data | 1.28 |
| Program needs | 1.28 |
| Program needs assessment | 1.28 |

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| Project schedule | 1.28 |
| Promotional materials | 3.84 |
| Promotional plan | 1.28 |
| Property management reference/ text | 1.28 |
| Public relations tools | 1.28 |
| Rate listing | 1.28 |
| Record of accomplishments | 1.28 |
| Record sheet | 1.28 |
| Registration form (face summary sheet) | 1.28 |
| Report format guidelines | 1.28 |
| Reports | 1.28 |
| Reservation cards | 1.28 |
| Reservation sheet | 1.28 |
| Resource materials | 1.28 |
| Revenue reports | 1.28 |
| Ruler | 1.28 |
| Sales records | 1.28 |
| Schedule of events | 8.97 |
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| Statements | 1.28 |
| Table cloth | 1.28 |
| Tables | 1.28 |
| Tasks to be performed | 1.28 |
| Telephone | 19.23 |
| Telephone book | 1.28 |
| Telex | 1.28 |
| Therapeutic reports | 1.28 |
| Tour plan | 1.28 |
| Transportation schedule | 1.28 |
| Typewriter with desk and chair | 12.82 |
| Vehicle manufacturer's manuals | 1.28 |
| Work schedules | 2.56 |